VIATEL
TECHNOLOGY GROUP

Viatel Technology Group

G Cloud 14

Pricing & Service Definition Document

Content

1. ABOUT US 4

2. WHY VIATEL 5

2.1 Our Recent Awards 6

2.2 Certified Team 7

3. CUSTOMERS 8

3.1 Our Customers 11

3.2 Our Net Promoter Score (NPS) 11

4. LOT 1: MICROSOFT CLOUD 12

4.1. Service Description 12

4.2. Office 365 (O365) 12

4.3. Dynamics 365 12

4.4. Azure Managed Cloud 13

5. LOT 1: MICROSOFT AZURE 14

5.1 Azure Back-up Service 14

5.2 Azure Site Recovery 14

5.3 Azure Cloud Storage 15

5.4 Azure Virtual Machines 15

5.5 Application Hosting 15

5.6 Azure Networking Services 15

5.7 Azure Security Centre 16

5.8 Azure Log Analytics 16

5.9 Azure Hosting Services 16

5.10 Managed Service 17

5.11 Technical Services **17**

6. LOT 2: SOFTWARE DESIGN & IMPLEMENTATION SERVICES 26

6.1 Custom Software **26**

6.2 Power Platform **26**

7. LOT 3: DIGITAL TRANSFORMATION SERVICES 29

7.1 Digital Strategy Services **30**

7.2. Technology Advisory Services **36**

7.3 Implementation Support **41**

8. SERVICE LEVEL AGREEMENT 47

9. ORDERS AND INVOICING 48

1. About Us

Viatel Technology Group specialises in managed IT solutions, secure networks, complete cloud solutions and cyber resilience. Our fully managed comms and digital services are designed to drive enterprise. Our impact on customers is immense. Relieved of daily technical headaches, with applications and data optimised, companies gain the freedom to thrive and reach their maximum potential.

2. Why Viatel

Our vision and values

Viatel Technology Group is focused on a bold vision where our comms and digital services have the greatest impact possible on people's lives all over the world. At the core of our operations are the four values that inspire us:

A proud Guaranteed Irish member, Viatel combines extensive infrastructure with strategic partnerships with world leaders including Cisco, Microsoft, Fortinet, Dell, 3CX, Zadara, Veeam and ArmorPoint to ensure our customers work faster and smarter.

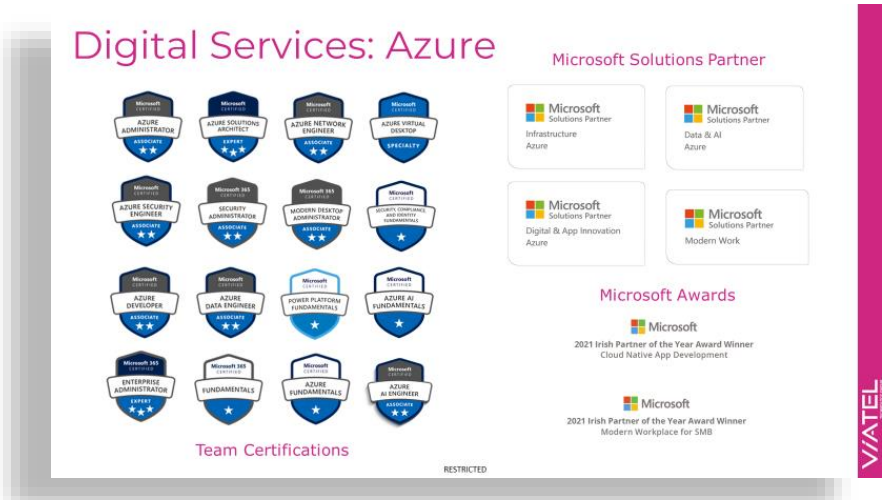
With over 26 years' experience, Viatel Technology Group is a Platinum Deloitte Best Managed Company and Chamber Ireland's ICT Company of the Year 2023. The Tech Excellence Awards named Viatel 'Best Place to Work' for the team of 300+ experienced staff who embody our values of customer service, excellence, trust and care as they serve over 4,000 business customers.

2.1 Our Recent Awards

- Deloitte Best Managed Company, Platinum Standard
- ICT Company of the Year, Chambers Ireland, InBUSINESS Awards
- Best Place to Work, Tech Excellence Awards
- Top 100 Companies in Ireland, Business & Finance
- CFO TOP 100, Business & Finance
- CMO Top 100, Business & Finance
- IT Leader of the Year Shortlist (Private Sector), CIO & IT Leaders Awards

---

2.2 Certified Team



CERTIFICATION EUROPE™

This is to certify that the

Information Security Management System

Of

Action Point Technology Group

T/A Action Point Technology, Action Point Technology Services, Action Point Innovation and ICT Project Management

At

Block 2, International Science Centre, National Technology Park, Castletroy, Limerick

Has been assessed by Certification Europe and deemed to comply with the requirements of

ISO 27001:2013

This certificate is valid for the activities specified below:

Action Point Technology Ltd. (ActionPoint) are committed to protecting the confidentiality, integrity and availability of its business and customer information. To achieve this goal the company have implemented an Information Security Management System (ISMS) in accordance with ISO27001.

ActionPoint's ISMS is applicable to the following areas:

- **ActionPoint's physical and cloud-based IT Systems & Networks utilised for internal business operations and delivering services to customers**
- **Business activity related to delivering IT Services & IT Support, including provisioning, maintaining and supporting IT infrastructure, digital applications and IT consultation services**
- **Business activity related to delivering Software Development Services**
- **ActionPoint's Staff and Assets that support this business activity both in ActionPoint offices and working remote**

Certification to the standard is made under the Statement of Applicability (version v4.0) and Certification Europe has adjudged that the exclusions under this Statement do not compromise the integrity of the ISMS.

Certification of Registration remains the property of Certification Europe Ltd.
The validity of this Certificate is maintained on the condition that the Management System is assessed through an on-going surveillance programme and continues to adequately meet the requirements of the standard.
To verify this certificate validity please contact us at info@certificationeurope.com

Date of Initial Certification: 7th August 2018 This Certificate is valid until: 6th August 2024

Managing Director: Edel Murphy

Signature: Edel Murphy

Client Registration No.: 2018/2704
Certificate Reference No.: A/3
Date of certificate issue: 11th July 2023

ISO 27001 CERTIFICATION EUROPE™ INAB IAF

Certification Europe Ltd Block 20A Beckett Way, Park West Business Park, Dublin 12, Ireland

3. Customers

"Interestingly enough,
the go-live date was probably the
smoothest thing I've ever
witnessed in terms of IT."

Louis Fay,
CEO, St Francis Credit Union

Rialtas na hÉireann
Government of Ireland

"I am grateful to Viatel for their work in helping the Government and its agencies to improve services for citizens including the excellent online passport renewal system and the digitisation of the marking of the Junior and Leaving Certs."

Taoiseach Leo Varadkar

Centric Health

"We're growing and having a secure and stable network is paramount to what we're trying to do. The offerings that we get from Viatel through innovation and the services and the support is just vital to our business."

Luke Tyrrell, Head of IT, Centric Health

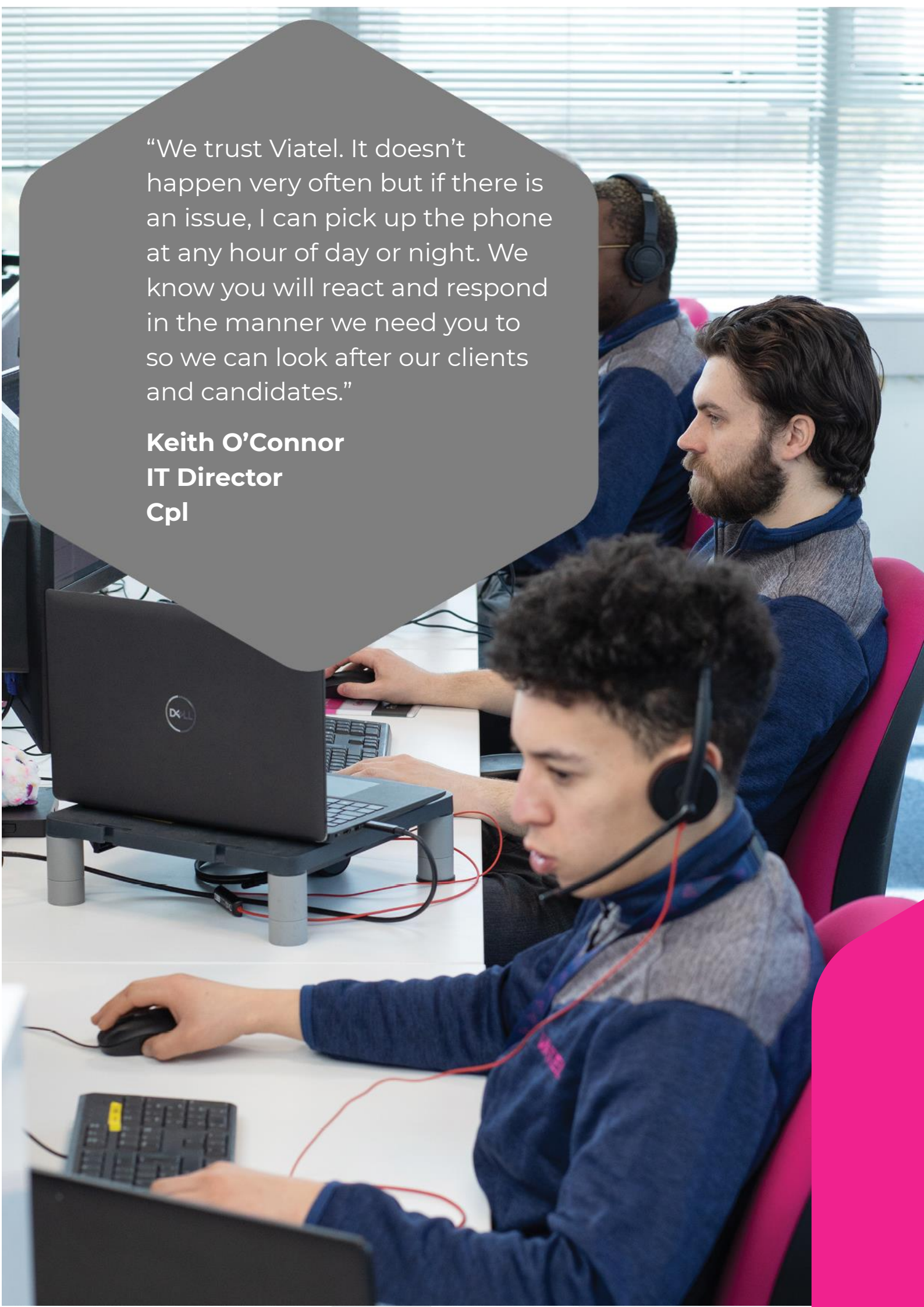
RHENUS LOGISTICS

"We had a power cut in one of our key sites on the weekend that resulted in the broadband node becoming faulty. We were able to speak to Viatel technical support on Saturday.

Due to Viatel's 24/7 NOC operations, we were able to resolve the issue over weekend without any impact to business operations.

Many thanks for the great service!"

Ineta Morkunaite, IT Manager, Rhenus Logistics



"We trust Viatel. It doesn't happen very often but if there is an issue, I can pick up the phone at any hour of day or night. We know you will react and respond in the manner we need you to so we can look after our clients and candidates."

Keith O'Connor
IT Director
Cpl

3.1 Our Customers

Viatel is proud to serve an impressive selection of multinational companies and indigenous Irish organisations across the private and public sector. Global giants, household names and trusted government bodies all turn to Viatel for their digital and business comms needs.

3.2 Our Net Promoter Score (NPS)

NPS measures the loyalty of customers to a company. NPS scores are measured by independent survey and reported with a number from -100 to +100.

Our Net Promoter Score is 77 a result deemed "amazing" *

* The creators of the NPS metric, Bain & Company, say that although an NPS score above 0 is good, above 20 is great and above 50 is amazing.

4. Lot 1: Microsoft Cloud

4.1. Service Description

We offer a range of Microsoft Cloud services including but not limited to: Azure, Office 365, Microsoft 365, Dynamics and SharePoint. We deliver technical planning, design, development and support required to deliver a reliable, scalable and affordable virtual environment.

Some examples of the Microsoft Cloud services that we can provide, and their pricing structures are below.

Please note this is not an extensive list of our Microsoft Cloud services. Please contact us directly with your requirement.

4.2. Office 365 (O365)

O365 is available at Government rates and can be supplied across 5 different plans. Plans are priced per user per month depending on the plan/s selected. We provide a managed service to the 0365 accounts and is added to each user cost, monthly. Discounts are available for larger user counts and specific pricing can be supplied.

4.3. Dynamics 365

Pricing for Microsoft Dynamics 365 is supplied through the Microsoft Cloud Solutions Provider (CSP) programme and is subject to Microsoft terms and conditions. As a reseller of Microsoft software licences we are subject to price changes imposed by Microsoft. A public-sector discount is available for all public sector and housing organisations and cloud licences may also be purchased through an existing Enterprise Agreement with Microsoft. We provide a managed service to the Dynamics 365 accounts and is added to each user cost, monthly. Discounts are available for larger user counts and specific pricing can be supplied.

4.4. Azure Managed Cloud

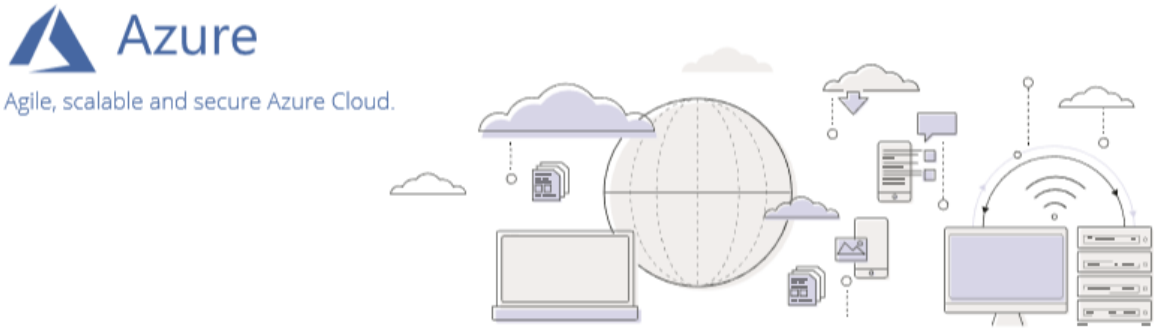
Any service can include a managed aspect. Please see table below for an indication of what service detail can be included.

Discounts are available for larger volumes and should be discussed directly with us for an accurate quotation by emailing Gerard McCann at gerard.mccann@viatel.com or call us on 02892528528

Service Detail	Essentials	**Standard**	Complete
SERVICE LEVEL	★★★	★★★★	★★★★★
Onboarding (Governance, Documentation etc.)	Basic	Standard	Custom
Support Services			
Support Services via e-mail	✔	✔	✔
Support Services via Phone		✔	✔
Access to Cloud Specialist			✔
Monitoring & Alerting – AP Managed Cloud Package			
ActionPoint NOC integration	✔	✔	✔
Standard Alerting (monthly allowance of alerts defined in contract)		✔	✔
Reactive Service			
Core Support Desk (e-mail only)	✔ *	✔	✔
Enterprise Cloud Support *** (Defined in Managed Services agreement)		✔ *	✔ *
Proactive Service			
Budget Threshold Alerting (daily)	✔	✔	✔
Full-Service Reporting Basic	Annually		
Full-Service Reporting Advanced including risks and recommendations		Quarterly	Monthly
Quarterly Budget Analysis		✔	✔
Azure Security Center Alerting and remediation planning		✔	✔
Azure Advisor Alerting and remediation planning		✔	✔
Annual Service Review with Cloud Architect (1 day)			✔
Defined change control process		✔	✔
SERVICE LEVEL AGREEMENT (S.L.A)			
Optional Services (at additional cost)			
○ Cloud Architect			
○ Training			
○ Custom Dashboards – Client Side			
○ SLA backed with Microsoft 1 Hour Response			

5. Lot 1: Microsoft Azure

We provide Microsoft Azure Hosting tailored to encompass any range of services from compute, storage and networking. This provides UK government organisations with on-demand, scalable public cloud resources that enable transformational digital solutions. Microsoft Azure is a subscription service built upon a pay per user basis. This means you only pay for what you have consumed. Some examples of the Azure services that we can provide and their pricing structures are below.



Please note this is not an extensive list of our Azure services. Please contact us directly with your requirement.

5.1 Azure Back-up Service

Viatel's Azure Backup service is priced per item per month plus per GB storage being backed up per month. End user specific configurations including size of data set, recovery times, resilience can be included but may alter the final cost per GB. You can estimate pricing Here.

The specific set up requirements should be discussed directly for an accurate quotation by emailing Gerard McCann at gerard.mccann@viatel.com or calling us on 02892528528.

5.2 Azure Site Recovery

Site recovery is billed based on the number of instances protected. It is billed in units of the average daily number of instances you are protecting over a monthly period. For example, if you consistently protected 20 instances for the first half of the month and none for the second half of the month, the average daily number of protected instances would be 10 for that month. You can estimate pricing Here.

The specific set up requirements should be discussed directly for an accurate quotation by emailing Gerard McCann at gerard.mccann@viatel.com or calling us on 02892528528.

5.3 Azure Cloud Storage

Azure has five types of storage – Blobs, Files, Disks, Tables and Queues. Your total cost depends on how much you store, the volume and type of storage transactions and outbound data transfers, and which data redundancy option you choose. You can estimate pricing Here.

The specific set up requirements should be discussed directly for an accurate quotation by emailing Gerard McCann at gerard.mccann@viatel.com or calling us on 02892528528.

5.4 Azure Virtual Machines

Virtual machines are billed on per-minute basis and most include load-balancing and auto-scaling free of charge You can estimate pricing Here.

The specific set up requirements should be discussed directly for an accurate quotation by emailing Gerard McCann at gerard.mccann@viatel.com or calling us on 02892528528.

5.5 Application Hosting

Pricing is based on the size and number of VM instances you run. Built-in network load-balancing support automatically distributes traffic across VM instances. Additional options are available for larger subscriptions requiring standard or premium subscriptions, Secure Sockets Layer (SSL) Certificates, SSL connections and support. You can estimate pricing Here.

The specific set up requirements should be discussed directly for an accurate quotation by emailing Gerard McCann at gerard.mccann@viatel.com or calling us on 02892528528.

5.6 Azure Networking Services

Virtual Network in Azure is free of charge. Every subscription can create up to 50 Virtual Networks across all regions. Viatel charge Public IP Addresses and Reserved IP Addresses used on services inside a Virtual Network is charged. Network appliances such as VPN gateway and Application gateway that are run inside a Virtual Network are also charged.

VNET Peering - VNET Peering links two virtual networks in the same region and enables you to route traffic between them using private IP addresses.

Ingress and egress traffic is charged at both ends of the peered networks.

IP Addresses Public IP Addresses and Reserved IP Addresses can be used in services running inside a Virtual Network. They carry a nominal charge as outlined Here

VPN Gateways A Virtual Network can have one or more VPN Gateways to connect back to on premises network or other Virtual networks in Azure. The VPN Gateway is charged as detailed here, You can estimate pricing Here.

The specific set up requirements should be discussed directly for an accurate quotation by emailing Gerard McCann at gerard.mccann@viatel.com or calling us on 02892528528.

5.7 Azure Security Centre

The Security Centre uses Azure storage to save security data generated from your protected nodes. Costs associated with this storage is not included in the price of the service and will be charged separately at regular Azure storage rates A node is any Azure resource that is monitored by the service. Currently, only virtual machines are counted (each Azure VM counts as one node), but as additional security monitoring capabilities are enabled for other types of services, like Azure Cloud Services or SQL databases, we may begin counting these resources as well. Nodes are counted and prorated daily data allocation – 500MB You can estimate pricing Here.

The specific set up requirements should be discussed directly for an accurate quotation by emailing Gerard McCann at gerard.mccann@viatel.com or calling us on 02892528528.

5.8 Azure Log Analytics

OMS Operations Management Suite (OMS) has two subscriptions options: Operations Management Suite E1 and Operations Management Suite E2. Both options have access to key technologies across Operations Management Suite solutions, as well as rights to use System Centre software to provide a complete solution for your hybrid environments. Operations Management Suite subscriptions are priced per node per month, with an annual commitment. You can estimate pricing Here.

The specific set up requirements should be discussed directly for an accurate quotation by emailing Gerard McCann at gerard.mccann@viatel.com or calling us on 02892528528.

5.9 Azure Hosting Services

Viatel hosting services provides review and advisory services for Azure Cloud, delivered by a Microsoft Gold Partner for Cloud Platform. This service allows users to optimise their usage of Azure products. This services is priced at a daily rate depending on delivery location.

The specific set up requirements should be discussed directly for an accurate quotation by emailing Gerard McCann at gerard.mccann@viatel.com or calling us on 02892528528.

5.10 Managed Service

Any service can include a managed aspect, this is priced with an additional per user per month basis to cover the ongoing support and management of the attached cloud service. Discounts are available for larger volumes and should be discussed for an accurate quotation by Gerard McCann at gerard.mccann@viatel.com or calling us on 02892528528.

5.11 Technical Services

We can provide a range of professional services associated and recommend these as an essential aspect of ensuring successful implementation and utilization of these cloud computing platforms.

One of the critical professional services we provide is cloud migration. We can guide you through the process of transferring existing on-premise infrastructure and applications to the cloud, enabling you to take advantage of the scalability, flexibility, and cost-efficiency offered by cloud providers. Our experienced professionals can assess the existing infrastructure, plan the migration strategy, and securely migrate data and applications to the cloud while minimizing downtime and ensuring seamless integration.

We can also provide cloud architecture design and optimization services. Solutions offer a variety of services and configurations, and designing an efficient and scalable architecture that takes advantage of these services requires expertise. We can also help you to design a cloud architecture that aligns with your specific requirements, considering factors like workload distribution, performance optimization, fault tolerance, and security.

We can also assist in the management and monitoring of your IaaS Solutions. IaaS platforms provide numerous tools for managing resources, monitoring performance, and optimizing costs. We can help you leverage these tools effectively by implementing best practices, configuring alerts and auto-scaling, optimizing resource allocation and usage, and ensuring that the infrastructure remains secure and compliant.

We can also provide expertise in areas such as data management and governance, backup and disaster recovery planning, and security and compliance audits. These services help you maintain data integrity, ensure business continuity, and comply with industry regulations and standards.

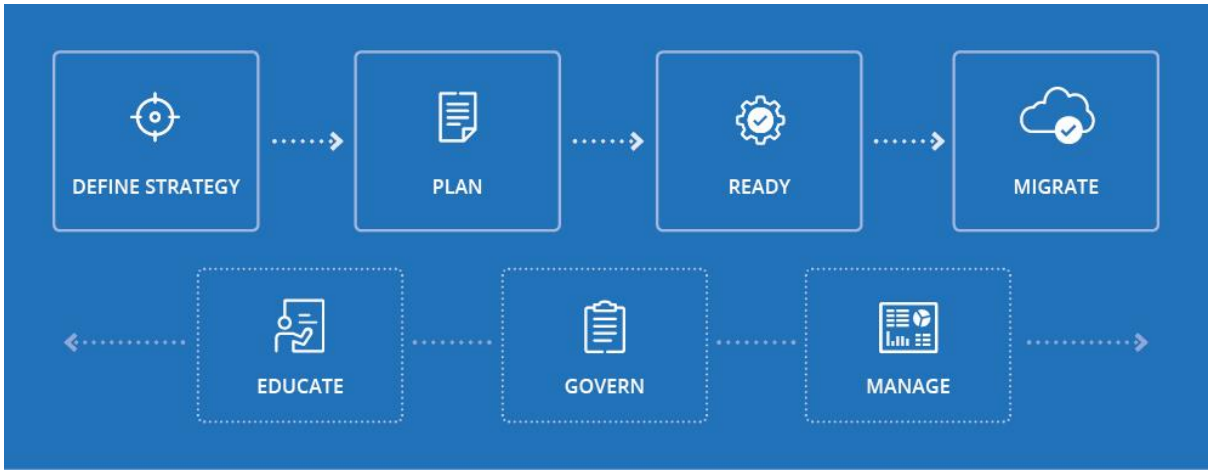
Our experts play a crucial role in helping you leverage the benefits of cloud computing. From cloud migration to architecture design, management, and security, our services provide expert advice and assistance to ensure successful utilization of IaaS platforms.

We are an award winning Gold Microsoft solutions partner for Infrastructure (Azure), Digital and App Innovation (Azure) and Modern Work. When preparing to

migrate across the hybrid cloud we can help you accelerate migration of your key infrastructure workloads to Microsoft Azure. If your business needs support building, running, and managing intelligent applications, we have demonstrated our ability to work with applications across multiple clouds, on premises, and at the edge. We can also help improve your business's productivity and shift to hybrid work using Microsoft 365. Our expertise with Networking, Data Centres and Enterprise Application Development enables our client to not only engage and migrate to the cloud but also to innovate once they get there.

At Viatel, our team is vastly experienced at facilitating cloud migration. Complete Cloud Migration from Viatel is carried out to enhance overall functionality, scalability and performance.

Your Cloud Journey



Define Strategy
Meet with key stakeholders to workshop the motivations driving cloud adoption and specify desired outcomes. A business case is developed to validate the financial model supporting the transition.

Plan
Develop a cloud adoption plan. As part of this planning stage we create an inventory of your digital estate, we address all skills and knowledge gaps and establish a framework for initial organisational alignment.

Migrate
We work with you from the very first workload migration ensuring a seamless transition from on-prem to managed cloud.

Govern and Manage
We manage and optimise your new cloud data centre, meeting with you to agree business commitments and operational baselines. We then send you a report each month or quarter to highlight performance.

A More Mobile Solution

Access to the Azure Cloud lends itself to increased workplace flexibility and a more mobile workforce. It also better positions organisations to operate internationally.

Operational Agility

Transitioning from physical data centres to a more elastic cloud solution, allows for greater scalability and flexibility.

Greater Security & Compliance

Azure is used and trusted by 95% of Fortune 500 companies and is continuously monitored by Azure Security Centre. Viatel is ISO 27001 certified meaning we meet the highest global standard for information security and management.

Microsoft Cloud Adoption Framework

Our professional services team implement according to the Microsoft Cloud Adoption Framework for Azure.

The Microsoft Cloud Adoption Framework for Azure is a full lifecycle framework that enables cloud architects, IT professionals, and business decision makers to achieve their cloud adoption goals. It provides best practices, documentation, and tools that help you create and implement business and technology strategies for the cloud.

Following best practices for the Cloud Adoption Framework allows your organization to better align business and technical strategies and ensure success. Watch the following video to learn more.

The Cloud Adoption Framework brings together cloud adoption best practices from Microsoft employees, partners, and customers. The framework provides tools, guidance, and narratives. The tools it includes help you shape your technology, business, and people strategies to achieve the best business outcomes possible through your cloud adoption effort. Use the following table to review the guidance for each methodology.

Strategy: Define business justification and expected adoption outcomes.

Plan: Align actionable adoption plans to business outcomes.

Ready: Prepare your cloud environment for planned changes.

Migrate: Migrate and modernize existing workloads.

Innovate: Develop new cloud-native or hybrid solutions.

Secure: Improve security over time.

Manage: Manage operations for cloud and hybrid solutions.

Govern: Govern your environment and workloads.

Organize: Align the teams and roles supporting your organization's cloud adoption efforts.

Each methodology listed above is part of a broad cloud adoption lifecycle. The Cloud Adoption Framework supports you throughout each phase of your cloud adoption journey. The following diagram outlines how the framework uses methodologies as approaches to overcoming common blockers.

Cloud-based infrastructure fundamentally changes how your organization finds, uses, and secures technology resources. Traditionally, organizations assumed ownership of and responsibility for all aspects of their technology, from infrastructure to software. Moving to the cloud instead allows your organization to provision and consume resources only when needed. Although the cloud offers tremendous design choice flexibility, your organization needs a proven and consistent methodology for adopting cloud technologies to ensure success. The Microsoft Cloud Adoption Framework for Azure meets that need, helping guide your decisions throughout your cloud adoption journey.

Cloud adoption is a means to an end. Successful cloud adoption begins well before any cloud platform vendor is selected. It begins when business and IT decision makers realize that the cloud can accelerate a specific business transformation goal. The Cloud Adoption Framework helps decision makers align strategies for business, culture, and technical change to achieve desired business outcomes.

The Cloud Adoption Framework provides technical guidance for Microsoft Azure. Enterprise customers might still be trying to select a cloud vendor, or might have an intentional multicloud strategy. For these situations, the framework provides cloud-agnostic guidance for strategic decisions whenever possible.

This guidance affects the business, technology, and culture of organizations. Affected roles include:

- Line-of-business leaders
- Business decision makers
- IT decision makers
- Finance
- Enterprise administrators
- IT operations
- IT security and compliance
- IT governance
- Workload development owners
- Workload operations owners
- Business subject matter experts

Each role uses unique vocabulary, and each has different goals and key performance indicators. A single set of content can never address all audiences effectively.

A cloud architect serves as a thought leader and facilitator, bringing these audiences together. This collection of guides is designed to drive decision-making and help cloud architects have the right conversations with the right audiences. Business transformation empowered by the cloud relies on the cloud architect role to help guide decisions throughout the organization and IT.

Each section of the Cloud Adoption Framework represents a different facet of the cloud architect role. These sections also create opportunities to share cloud architecture responsibilities across a team of cloud architects. For example, the governance section is designed for cloud architects who have a passion for mitigating technical risks.

If your organization is new to Azure, begin by ensuring you understand and document foundational alignment decisions. When your enterprise's digital transformation involves the cloud, having an understanding of these fundamental concepts helps you during the cloud adoption process.

Azure Deployment, maintenance, and configuration

Our Azure deployment services follow a structured and reliable process that avoids any risks to your business.

Azure Consulting & On-Boarding

By taking the time to assess your requirements against Azure's capabilities, businesses can avoid costly roadblocks further ahead.

Our Azure experts provide on-boarding services to keep your cloud journey on track:

- architecture workshop
- proof of concept
- health check

Azure Cloud Strategy & Planning

Planning an Azure deployment takes in-depth knowledge of the platform, its services, and the client's business objectives.

Our Azure team evaluates each deployment on the basis of six key factors:

- scalability
- security
- capacity
- performance
- pricing
- resilience

Azure Configuration Service

Plan the optimum configuration for your virtual machines, networks, gateways, DNS, security groups, and load balancers with our structured deployment service. Our Azure deployment team is skilled at full cloud and hybrid deployments. Gain the consistency you need between on premise and SaaS systems.

Azure Support Plans

Guarantee you can access the technical skills to maintain and manage business-critical applications. Our Azure support services remove the strain of having to hire skilled employees within your own business. Rely on our team to solve issues with virtual machines and networks, load balancers, Azure DNS, and Azure Active Directory.

Microsoft Azure Backup

Call on the resources you need as and when you need them with our Azure managed services. Whether long-term, short-term, or on an ad-hoc basis, our Azure team is ready to assist. Let us help you architect, deploy, back-up and manage a tailored Azure cloud for the best uptime, performance, and cost effectiveness.

Azure Cost Assessment

Make immediate annual savings with an assessment of your Azure usage. While maintaining performance, our team can monitor and configure Azure to suit your usage and any cost changes. Alternatively, we can provide you with the tools to accurately measure usage and reconfigure Azure to reflect only your business needs.

Azure Health Check

Azure health check services are beneficial for our existing clients and as a stand-alone service. Using the tested methodology of assessment, analysis, and optimisation, our team provides a detailed report on costs, security, and assets.

Azure Migration Services

Our team conducts a comprehensive audit of your software and workloads. Azure migration services include considerations around virtual networks, storage solutions, and computing environments.

We then review and document all your applications, workloads, and processes.. Elements covered include infrastructure, network architecture and capacity, performance requirements, resilience requirements, and maintenance processes.

We can then work with you to agree where you will transfer your current workloads. As well as Azure, our team can also advise on related migration destinations such as Office 365 or Microsoft Cloud OS Network.

Once existing workloads and applications are audited and prepared, you're ready for Azure migration.

We can advise on the best Azure migration tool to suit your strategy to create a repository of your application, service, and device relationships and dependencies.

Azure migration then moves your on-premises servers to Azure cloud with one comprehensive service.

Exit Management Services

Exit management services are a crucial aspect of cloud computing. When you decide to migrate from one) provider to another or transition back to on-premises infrastructure, a well-defined exit management strategy is essential.

We can guide you through a set of processes, procedures, and considerations to ensure a smooth and secure transition. As a first step, organizations should understand and document their current infrastructure architecture, dependencies, and data storage locations. This step helps in assessing the scope and complexity of the migration.

Next, it is important to evaluate the new provider and understand their migration capabilities and support. The organization should compare the security measures, data transfer protocols, and migration tools provided by the new provider. This analysis assists in selecting the most suitable provider and establishing a solid foundation for a successful migration.

A critical component of exit management services is data backup and recovery planning. Organizations must ensure that all critical data is backed up regularly and securely during the migration process. This includes verifying that the new provider offers robust backup options and testing the data restore procedures to guarantee data integrity.

A comprehensive communication and stakeholder management plan is necessary. The organization should notify and involve all relevant stakeholders, such as internal teams, business units, and external vendors, throughout the transition. This transparency fosters better understanding, reduces resistance, and promotes collaboration.

Organisations should perform extensive testing and validation of the migrated infrastructure and applications. This step ensures that all systems are functioning correctly, and potential issues or performance gaps are identified and resolved promptly.

Exit management services are crucial for organizations planning to migrate or transition between providers. By following a well-defined strategy, including understanding the current infrastructure, evaluating new providers, backup planning, stakeholder management, and thorough testing, organizations can mitigate risks and ensure a successful transition.

Flexible Transition

We understand the importance of retaining the flexibility to transition smoothly between suppliers and solutions, while ensuring continuity and quality of service. We can facilitate an effective exit arrangement and transition to provide this flexibility.

We can work with customers to provide input into a comprehensive exit plan, for example, covering elements such as:

continued provision of the services for the duration of the termination notice and, if necessary, for a transitional period afterwards (may incur additional cost);

- transfer of knowledge and documentation in connection with the services
- reasonable assistance in connection with a re-tender of all or part of the services
- general assistance and co-operation between customers and our team

We can appoint an exit manager to support the transition who will work with PSBs to scope the level of involvement required and provide an estimated cost for any work that is outside the existing contract scope.

Cloud Exit or Reverse Migration

To develop a cloud exit strategy or reverse migration, we can work with you to develop a plan to ensure that a business can effectively move to another cloud without disruption. We can also work with you on cloud repatriation if this is required. We recommend that an exit strategy be discussed during the design and planning phase. Migration choices can be reviewed to make sure that a cloud exit plan is in place that considers both the changing cloud service landscape and constantly changing business requirements.

Exit management strategy can consider the following:

- Stakeholder management
- Location of data
- Compliance
- Regulation
- Data governance
- Involvement of independent software vendors, solution architects, and third parties.
- Time and money needed to find new vendors.
- Costs related to retraining cloud teams
- Current challenges in running workloads with the current CSP
- Costing model
- Vendor lock-in impact
- Overall capabilities E.g., Security, Compliance, Operational Resiliency etc.,

Services are scoped and priced according to requirements. For an accurate quotation please contact Gerard McCann at gerard.mccann@viatel.com or calling us on 02892528528.

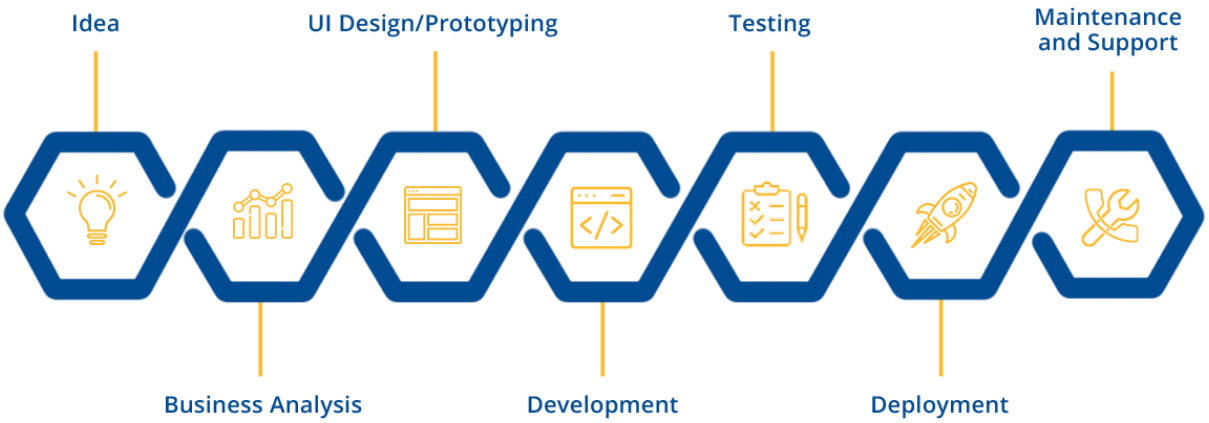
6. Lot 2: Software Design & Implementation Services

6.1 Custom Software

We work in partnership with you to design and implement solutions that realise your business needs.

Each service is dependent on the scale of the users' requirement and is quoted in the number of days estimated to complete and at what rate. Viatel may provide discounts to the daily rates based on the total value of the total number of days purchased in any one order.

closely with you, we guide you through the ideation phase and help you build a structured software development plan. Throughout the entire process we maintain clear channels of communication, with ongoing testing and report documentation. We take your initial concept from R&D to prototype through to deployment of the finished product. We help steer a path that minimises your risks and maximises your return.



The specific set up requirements should be discussed directly for an accurate quotation by emailing Gerard McCann at gerard.mccann@viatel.com or calling us on 02892528528.

6.2 Power Platform

One Connected Platform That Empowers Innovation

Microsoft Power Platform

Microsoft Power Platform is a connected platform which brings together a number of key Microsoft solutions that empower simple app development and data insight generation. The platform combines the robust capabilities of Power BI, PowerApps, Power Automate, and Power Virtual Agents into one powerful

solution. Microsoft Power Platform connects with Office 365, Azure, Dynamics 365, and other standalone solutions. Together, the four applications within Microsoft Power Platform make it easy to develop, customise and extend all the apps you need, and unlock the full potential of Microsoft 365 and Dynamics 365.

The Core Components of Microsoft Power Platform

Power Apps

Build apps in hours, not months. Power Apps is a low-code, intuitive approach to custom app development. It allows users to quickly create apps and transform business processes, without requiring any software development expertise. The solution empowers your team to start building and launching apps right away using prebuilt templates, drag-and-drop simplicity, and quick deployment.

Power Automate

With Power Automate, your business process can transition from outdated to automated. Power Automate empowers businesses to establish workflows between apps and services, with minimal coding. The solution can be used to automate time-consuming tasks, eliminate paperwork and drive productivity.

Power BI

Power BI enables your team to make confident, more informed and better business decisions. With Power BI, Microsoft offers the solution for your business intelligence. The application allows users to connect to data sources, create visuals and gain insight from data, regardless of where it's held using up-to-the-minute analytics.

Power Virtual Agents

With Power Virtual Agents you can be “always on” for your customers, answering and responding to their needs and queries any hour of the day. Organisations can build powerful chatbots from scratch, without enlisting the help of developers or data scientists. Instead, Power Virtual Agents uses a guided, no-code graphical interface. With Power Virtual Agents you can respond rapidly to your customer and employee needs at scale using intelligent chatbots. These chatbots can be integrated with the products and services you use every day.

Why Microsoft Power Platform?

In the past, if an organisation wanted to build a business application and capitalise on a business opportunity, a number of blockers stood in the way. There were budget restrictions, time constraints, technical limitations, and a lack of technical resources. Microsoft Power Platform was built to overcome these obstacles and to allow organisations to take advantage of opportunities that present themselves. Companies can build apps, automate repetitive tasks, integrate with powerful chatbots and increase business intelligence.

The specific set up requirements should be discussed directly for an accurate quotation by emailing Gerard McCann at gerard.mccann@viatel.com or calling us on 02892528528.

7. Lot 3: Digital Transformation Services

We can provide a range of Digital Transformation Services to manage cost, minimise risks and implement the best-fit solution for your organisation.

Each service is dependent on the scale of the users' requirement but we have three key process steps that will set you up for success.

- Plan - Develop a cloud adoption plan. As part of this planning stage we create an inventory of your digital estate, we address all skills and knowledge gaps and establish a framework for initial organisational alignment.
- Migrate - migration ensuring a seamless transition from on-premise to managed cloud.
- Govern and Manage - We manage and optimise your new cloud data centre, meeting with you to agree business commitments and operational baselines. We work closely with you to ensure continued stability of your investment and give you a platform to innovate into the future.

Since the launch of our Digital Transformation Services in September 2021, Viatel has delivered Digital Transformation Assessment Services to clients of different sizes and operating across industries. Viatel works with the client Management teams in engagements that typically span about 2 months and start with a full day kick-off workshop attended by senior stakeholders from across the business. This helps Viatel map the client's Business Strategy with their Digital Strategy and get management level buy-in for digital initiatives that come out the other end of the process. The end result is a prioritised list of digital initiatives to enable the organisation to achieve its business objectives.

Viatel Digital Transformation Assessment Service

A typical engagement begins with a Digital Transformation of its business strategy. Our Digital Transformation Consultant will engage with the customer to define an initial 'Problem Statement' to identify the challenges currently facing the organisation across a range of domains. For example:

- Digital Strategy
- Systems Modernisation
- Customer Experience
- Processes & Data
- Risk and Compliance

The process will focus on exploring opportunities in the following areas:

- Creating a list for prioritisation of system modernisation and digital initiatives

- Data Intelligence – integration and optimum utilisation of multiple systems in use

We also consider the implications of security, risk and compliance.

Our Approach – based on the Microsoft Catalyst Model

The engagement will follow the 4 steps outlined below in that order. The process considers that in order to bring about change, it is important to involve stakeholders from across the business right from the 'Inspire' stage through to the final 'Achieve' stage. Metrics, KPIs and data-driven decision-making form a key component to ensure organisation-level buy-in.

Digital Transformation 'Is the process of exploiting digital technologies and supporting capabilities to create a robust new digital business model' (Gartner, 2019)

Digital Transformation is Business Strategy in the Digital Age. Viatel is a proud Microsoft Solutions Partner and has adopted the Microsoft Catalyst framework in its Digital Transformation practice. Microsoft Catalyst is a proven and innovative approach to build, plan and execute business transformation strategies.

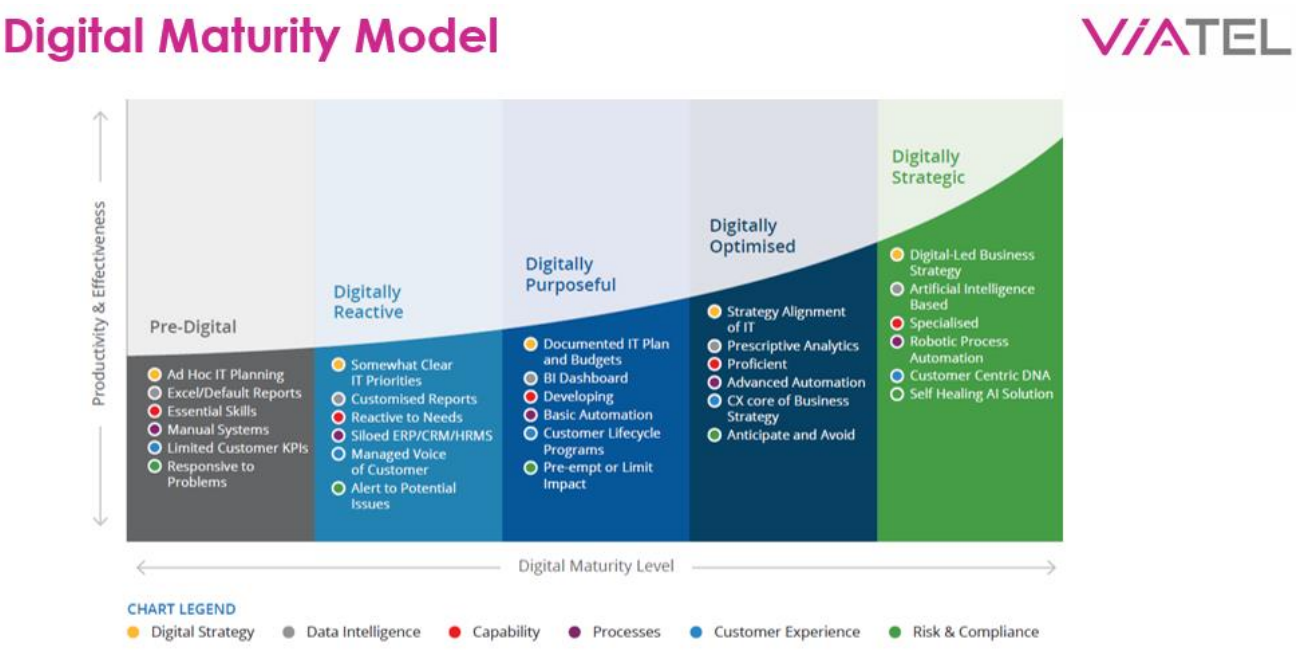
7.1 Digital Strategy Services

Benchmark of Current Digital Capabilities

In today's rapidly evolving digital landscape, organizations are continually seeking ways to assess and enhance their digital capabilities to stay competitive, drive innovation, and deliver value to customers. Benchmarking current digital

capabilities against industry standards and best practices is a crucial step in this process, enabling organizations to identify strengths, weaknesses, and opportunities for improvement. To facilitate this assessment, providing frameworks to benchmark current digital capabilities is essential.

One widely recognized framework for benchmarking digital capabilities is the Digital Maturity Model (DMM), developed by the Digital Transformation Institute. The DMM defines a set of maturity levels across key digital domains and provides assessment criteria to evaluate an organization's maturity within each domain. This framework enables organizations to assess their current digital maturity, identify gaps, and define a roadmap for advancing to higher maturity levels.



Digital Maturity Framework

Based upon extensive research of thought leadership and best practice in the field, our own expertise of serving 500+ customers and factoring in the shift in modern workplaces post Covid, ActionPoint produced the 6 pillars framework of Digital Transformation to assess an organisation's digital maturity and will adapt to **Irish Prisons Services 5 Pillars: New Business Processes, Employee Experience, Prisoner Pathways, Digital Platforms & Governance**

There are five levels along the Digital Maturity journey. These range from Pre-Digital, where organisations have little or no digital experience, to Digitally Strategic, where technology is ingrained into every aspect of the organisation.

ActionPoint's Digital Maturity Model assesses your digital development across six key pillars. These pillars are Digital Strategy, Data Intelligence, Digital Capability, Processes, Customer Experience and Risk & Compliance.

The process of benchmarking current digital capabilities typically involves several key steps:

Assessment Planning: Define the scope, objectives, and criteria for the assessment, taking into account the customer's strategic priorities, industry benchmarks, and stakeholder expectations.

Data Collection: Gather relevant data and information from internal and external sources, including interviews, surveys, documentation reviews, and benchmarking studies.

Analysis and Evaluation: Analyse the collected data to assess the customer's digital capabilities across various dimensions and maturity levels. Identify strengths, weaknesses, opportunities, and threats (SWOT) to inform strategic decision-making.

Gap Analysis: Compare the customer's digital capabilities against industry benchmarks, best practices, and competitor performance to identify areas where improvements are needed. Prioritize gaps based on their impact, feasibility, and strategic importance.

Action Planning: Develop a roadmap and action plan to address identified gaps and enhance digital capabilities over time. Define specific initiatives, milestones, resource requirements, and success criteria to guide implementation.

Monitoring and Review: Continuously monitor and review progress against the action plan, adjusting strategies and tactics as needed based on changing business priorities, market dynamics, and emerging technologies.

Using this framework (or similar) to benchmark current digital capabilities, we can help you to gain valuable insights into your digital maturity, identify opportunities for growth, and drive strategic initiatives to stay ahead in today's digital economy.

Reviewing and Validating the Current Digital Roadmap

The digital roadmap serves as a strategic blueprint for you to navigate the complex landscape of digital transformation, outlining key initiatives, timelines, and milestones to achieve strategic objectives. However, as the digital landscape evolves rapidly, it is essential to regularly review and validate the digital roadmap to ensure alignment with business goals, emerging technologies, and market dynamics.

Alignment with Business Goals: The digital roadmap will be closely aligned with your overall business strategy and objectives. Regular review ensures that digital initiatives continue to support and contribute to the achievement of strategic goals, such as revenue growth, cost reduction, customer satisfaction, or market expansion.

Adaptation to Market Dynamics: Market trends, customer preferences, and competitive landscape can change rapidly in the digital age. Reviewing the digital roadmap allows you to adapt and respond to emerging opportunities and threats, ensuring relevance and competitiveness in the market.

Technology Evolution: Digital technologies and platforms evolve at a rapid pace, offering new capabilities and possibilities. By validating the digital roadmap, you can incorporate emerging technologies, tools, and trends that can enhance the effectiveness and efficiency of digital initiatives.

Risk Management: Regular review of the digital roadmap enables you to identify and mitigate risks associated with digital initiatives, such as technological challenges, resource constraints, or regulatory changes. By proactively addressing risks, we can help you minimize disruptions and maximize the likelihood of success.

Assess Current Progress: We can begin by assessing the current status and progress of digital initiatives outlined in the roadmap. Evaluate whether key milestones and deliverables have been achieved within the expected timelines and budget constraints.

Stakeholder Engagement: Engage key stakeholders, including executives, business leaders, IT teams, and external partners, in the review process. Gather feedback and insights on the effectiveness of current initiatives, as well as emerging opportunities and challenges.

Alignment with Business Strategy: Evaluate the alignment of digital initiatives with the organisation's overall business strategy and objectives. Ensure that

digital investments are focused on areas that deliver the most value and contribute to long-term growth and sustainability.

Technology Landscape: Assess the current technology landscape and identify emerging technologies and trends that could impact digital initiatives. Consider opportunities to leverage new technologies to drive innovation and competitive advantage.

Risk and Compliance: Identify and evaluate risks associated with digital initiatives, including technological, operational, regulatory, and cybersecurity risks. Develop mitigation strategies and contingency plans to address potential challenges and ensure compliance with relevant regulations and standards.

Refinement and Prioritisation: Based on the findings of the review process, refine the digital roadmap to reflect updated priorities, timelines, and resource allocations. Prioritize initiatives based on their strategic importance, potential impact, and feasibility of implementation.

Communication and Alignment: Communicate the revised digital roadmap to all stakeholders to ensure alignment and commitment to the updated strategic direction. Clearly articulate the rationale behind changes and outline expectations for execution and accountability.

Monitoring and Iteration: Establish mechanisms for ongoing monitoring and iteration of the digital roadmap. Regularly track progress against milestones, evaluate the effectiveness of implemented initiatives, and iterate the roadmap based on feedback and changing business needs.

Reviewing and validating the current digital roadmap is essential for ensuring that organizations remain agile, competitive, and resilient in today's digital economy. By aligning digital initiatives with business goals, adapting to market dynamics, leveraging emerging technologies, and managing risks effectively, customers can maximize the value and impact of their digital transformation efforts.

Digital Transformation Assessment Service

We propose to assist customers in carrying out a comprehensive Digital Transformation Assessment by undertaking a review of the organization's internal digital environment.

The process will focus on exploring opportunities in the following areas:

- Processes –Analysing methods for re-engineering operational workflows to fully integrate digital technologies, which will increase efficiency, reduce manual paperwork, and enable real-time data access.
- Culture –Encouraging a digital-first mindset among employees, fostering an environment that promotes continuous learning and the use of digital tools for daily activities.

- Systems –Analysing the requirements for robust digital platforms that support customized service delivery, offer transparent operations, and ensure that digital innovations are in alignment with organizational goals and governance.

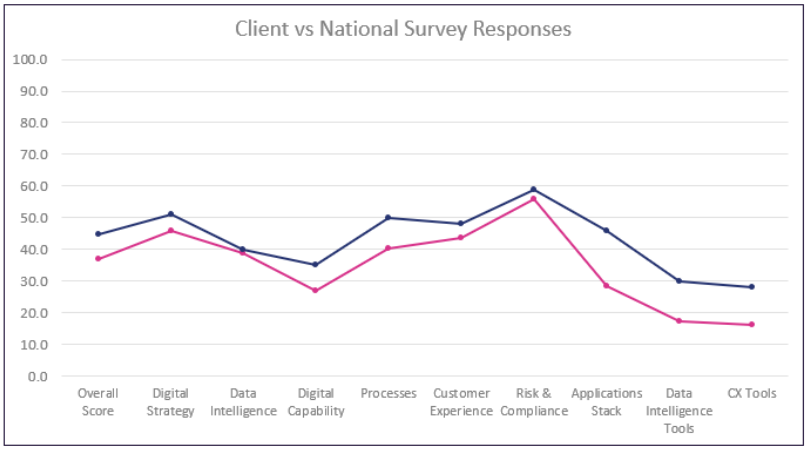
Additionally, the assessment will aim to:

- Identify opportunities for digital literacy and skills development among employees and the customer community.
- Evaluate current employee experiences to identify digital solutions that reduce time spent on non-core tasks, thereby enhancing job satisfaction and service quality.
- Determine the digital maturity of existing systems and processes to establish a baseline for transformation.
- Develop a governance framework that supports digital autonomy and ensures compliance with regulatory standards.
- Propose a strategic approach for continuous improvement through technology, ensuring that digital transformation initiatives are sustainable and aligned with your strategic objectives.

This comprehensive assessment will lay the groundwork for a digital strategy that is holistic, inclusive, and sensitive to the unique needs of your environment. Our goal is to facilitate a transformation that not only enhances operational efficiency but also significantly improves the experiences of all stakeholders involved.

VIATEL

Digital Maturity Self-Assessment Review



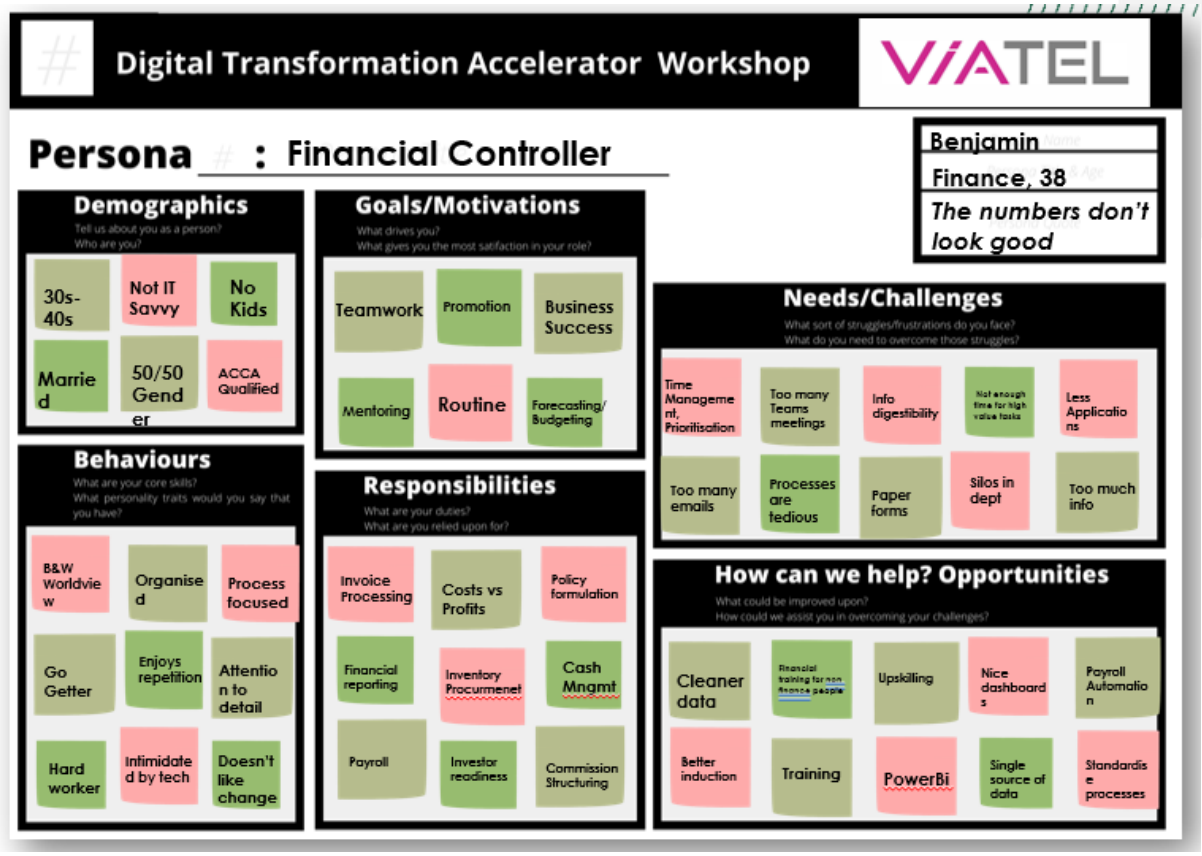
XXX average figures are based upon **19 responses** to the Digital Maturity Self-Assessment Survey taken by XXX's stakeholders representing various departments and seniority levels.

Results of the survey indicate respondent's awareness of XXX's Digital Maturity and does not control for biases that might deflate or augment scores. The most common biases are a lack of awareness and siloed views of the organisations digital landscape.

Survey average figures are based upon over 700 responses from companies working in 18 different sectors operating across the island of Ireland.

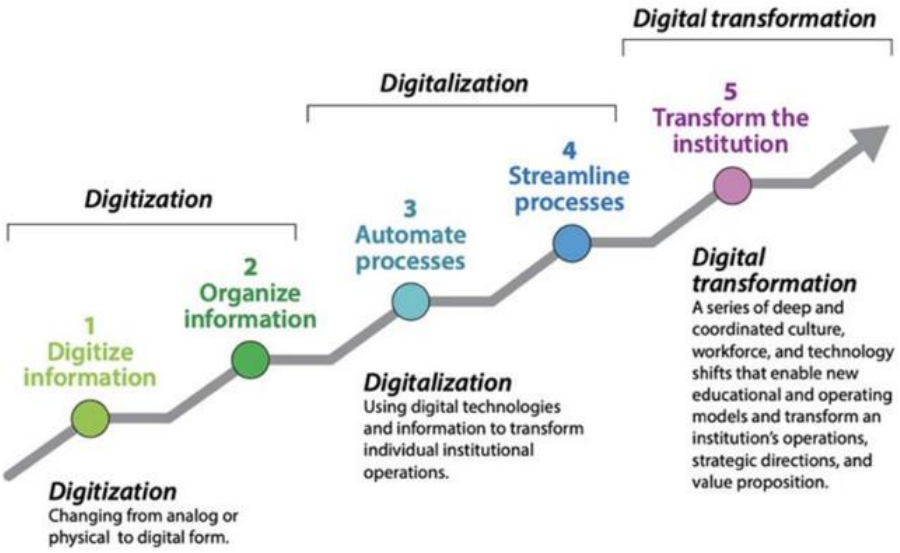
All scores are in percentages.

Survey Link: https://actionpoint.ie/dmsa



7.2. Technology Advisory Services

A journey to Digital Transformation



Advisory

In today's digital-first world, the strategic selection and effective implementation of digital technologies are critical for organisations to stay competitive, drive

innovation, and meet evolving customer expectations. Whether it's selecting the right software, platforms, or tools to support business objectives or ensuring seamless implementation and integration, advising on the selection and implementation of digital technologies requires careful consideration of various factors and best practices.

Understanding Business Objectives and Requirements: We can work with you to understand your business objectives, priorities, and requirements. This involves engaging with stakeholders across departments to identify pain points, opportunities for improvement, and strategic goals that digital technologies can help address. By aligning technology decisions with business needs, we can ensure that investments deliver tangible value and impact.

Assessment of Current Technology Landscape: Before selecting new digital technologies, it's essential to assess your current technology landscape, including existing systems, infrastructure, and processes. This assessment helps identify gaps, redundancies, and areas for optimization, informing the selection of technologies that seamlessly integrate with the existing ecosystem and enhance overall efficiency and effectiveness.

Integration and Interoperability: When advising on technology selection, we consider integration and interoperability requirements. Digital technologies should seamlessly integrate with existing systems and workflows to avoid silos and data fragmentation. Compatibility with industry standards and APIs is also important to ensure smooth data exchange and interoperability with third-party applications and services.

Scalability and Future-Proofing: Selecting digital technologies that can scale and adapt to future needs is essential for long-term success. We consider factors such as scalability, flexibility, and extensibility when evaluating technology options. Solutions that support modular architectures, cloud deployment, and frequent updates are better positioned to accommodate evolving business requirements and technological advancements over time.

Implementation Planning and Execution: Successful implementation of digital technologies requires careful planning, coordination, and execution. We can develop detailed implementation plans that outline milestones, timelines, resource requirements, and responsibilities. Collaboration with cross-functional teams, including IT, operations, and business units, is essential to ensure alignment and smooth execution. Regular communication, training, and change management are also critical to facilitate user adoption and minimize disruption during implementation.

Monitoring, Optimization, and Continuous Improvement: Once digital technologies are implemented, we can work with you to ensure the appropriate monitoring of performance, gather feedback, and identify areas for optimization and continuous improvement. This involves tracking key performance indicators

(KPIs), analysing usage patterns, and soliciting user feedback to identify opportunities to enhance functionality, usability, and efficiency. By iteratively refining and optimizing digital technologies, organizations can maximize their value and impact over time.

Advising on the selection and implementation of digital technologies requires a strategic, holistic approach that considers business objectives, technology requirements, market dynamics, and implementation considerations. By leveraging a combination of business acumen, technical expertise, and best practices, Viatel can help customers make informed decisions, implement digital technologies effectively, and drive successful digital transformation initiatives.

Innovation and Digital Trends

In today's rapidly evolving digital landscape, staying abreast of the latest trends and innovations is crucial for organizations to remain competitive, drive innovation, and capitalize on emerging opportunities. By providing insights into digital trends and innovations, Viatel can help to provide customers with a strategic advantage, anticipate market shifts, and position for success in the digital age.

Digital trends and innovations encompass a wide range of developments, technologies, and paradigms reshaping industries and markets. These may include advancements in areas such as artificial intelligence (AI), machine learning, data analytics, cloud computing, Internet of Things (IoT), blockchain, augmented reality (AR), virtual reality (VR), cybersecurity, digital marketing, and e-commerce. Bu understanding these trends and their implications Viatel can help customers to adapt, innovate, and thrive in today's digital economy.

Viatel can provide insights into digital trends and innovations to help customers navigate the complexities of the digital landscape, capitalize on emerging opportunities, and drive sustainable growth and innovation. By understanding market dynamics, identifying strategic implications, sharing thought leadership, fostering collaboration, and embracing a culture of continuous learning, we can help businesses can stay ahead of the curve and thrive in today's digital economy.

Support the Integration of Digital Technologies into Existing Workflows

As organizations embrace digital transformation to drive innovation and competitiveness, we can help customers with the successful integration of digital technologies into existing workflows and processes.

The integration of digital technologies into existing workflows and processes enables organisations to unlock new efficiencies, enhance productivity, and deliver greater value to customers. By seamlessly integrating digital tools and solutions into established workflows, organizations can streamline operations, reduce manual effort, and accelerate decision-making, ultimately driving business growth and agility.

The first step in supporting the integration of digital technologies is to gain a thorough understanding of existing workflows and processes. This involves mapping out current processes, identifying pain points, bottlenecks, and inefficiencies, and assessing the readiness for digitalization. By understanding how work is currently performed and the underlying business logic, we can help you to identify opportunities to leverage digital technologies effectively.

Once existing workflows and processes are understood, the next step is to identify appropriate digital solutions that address specific needs and challenges. This may involve leveraging a mix of technologies such as workflow automation tools, collaboration platforms, enterprise resource planning (ERP) systems, customer relationship management (CRM) software, data analytics solutions, and more. The key is to select solutions that align with organisational goals, integrate seamlessly with existing systems, and provide tangible benefits to end-users and all stakeholders.

While off-the-shelf digital solutions can offer valuable functionality out of the box, customization and tailoring are often necessary to ensure a perfect fit with existing workflows and processes. This may involve configuring software settings, developing custom workflows, or integrating with other systems through application programming interfaces (APIs). By customizing solutions to match specific business requirements and user preferences, we can help you to maximize adoption and ROI.

We can work with you to choose suitable comprehensive training and support for employees and users to familiarize them with new tools, processes, and workflows.

We can work with you to regularly evaluate the performance of digital technologies, gather feedback from end-users, and identify areas for optimisation. This may involve analysing usage metrics, conducting user surveys, and soliciting input from cross-functional teams. By iteratively refining and enhancing digital workflows and processes, organizations can adapt to evolving business needs and technology trends effectively.

7.3 Implementation Support

As organizations embark on their digital transformation journey, Viatel can assist with the planning and execution of these initiatives becomes essential to ensure success.

Assist with the planning and execution of digital transformation initiatives identified in the roadmap.

Viatel can assist you with the planning and execution of digital transformation initiatives. We can work with you to define clear objectives, outline key milestones, allocate resources, and establish metrics for success. Our teams of experts can support you with implementing the initiatives in a structured and coordinated manner, monitoring progress, and making adjustments as needed to achieve desired outcomes.

As mentioned previously, strategic planning is the first step in assisting with digital transformation initiatives involving a comprehensive assessment of the organization's current state, including its digital capabilities, strengths, weaknesses, opportunities, and threats. Based on this assessment, we can work with you to define a clear vision and strategy for digital transformation, setting specific goals, priorities, and timelines. We will involve key stakeholders from across the organization in the planning process to ensure alignment and buy-in.

Once the digital transformation roadmap is established, we can prioritize initiatives based on their strategic importance, feasibility, and potential impact. By focusing on high-impact initiatives that align with organizational goals and capabilities, we can help you to maximize the value of their digital transformation efforts. This will also include looking to allocate resources strategically, ensuring that they are sufficient to support the planned initiatives while also allowing flexibility to adapt to changing priorities and requirements. We can establish clear communication channels, governance structures, and decision-making processes to facilitate collaboration and coordination. Throughout the execution phase, we can monitor progress, track key performance indicators (KPIs), and make adjustments as needed to stay on track. This involves regularly reviewing project status, identifying risks and dependencies, and proactively addressing challenges to minimize disruptions. By adopting an agile and iterative approach, organizations can adapt to changing circumstances and ensure that digital transformation initiatives remain aligned with business goals.

Project Management

Effective project management plays a pivotal role in ensuring the successful delivery of digital transformation initiatives. By providing project management support and expertise, organizations can mitigate risks, optimize resources, and ensure that initiatives are delivered on time, within scope, and on budget. This page explores the importance of project management in digital transformation

initiatives and outlines key strategies and best practices for ensuring successful delivery.

Our project management team can guide your digital transformation initiatives from inception to completion, ensuring that objectives are met, and value is realized. By applying project management principles and methodologies, we can streamline workflows, minimize delays, and maximize the likelihood of success.

We can establish clear objectives and scope for each initiative by defining project goals, deliverables, milestones, and success criteria in collaboration with stakeholders. By clearly articulating project objectives and scope, we can align expectations, manage stakeholders' requirements, and minimize scope creep, ensuring that initiatives remain focused and achievable.

Once objectives and scope are defined, project managers develop detailed project plans outlining tasks, timelines, resource requirements, and dependencies. These plans will serve as roadmaps for execution, providing a clear path for project teams to follow and ensuring that activities are sequenced logically to achieve project goals. By breaking down initiatives into manageable tasks and assigning responsibilities, project managers can optimize resource allocation and track progress effectively.

We can work with you on identifying the resources, including human, financial, and technological resources, needed to execute initiatives successfully. Throughout the project lifecycle, project managers monitor resource utilization, identify bottlenecks, and make adjustments as needed to optimise performance and productivity. We can conduct risk assessments, identify potential threats and opportunities, and develop mitigation strategies to minimise risks and capitalize on opportunities. By proactively addressing risks, project managers can anticipate challenges, implement contingency plans, and maintain project momentum, ensuring that initiatives stay on track and within budget.

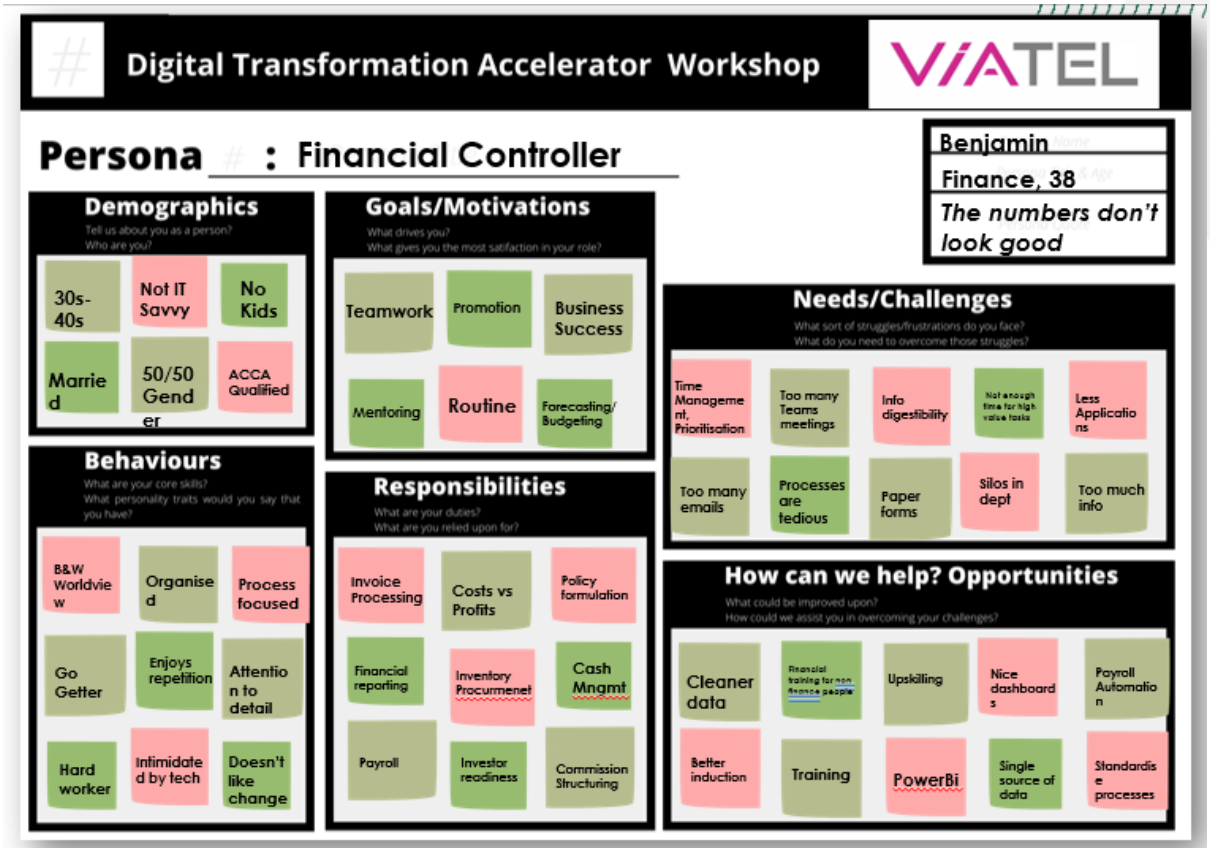
Clear and regular communication with stakeholders is essential for project success. Our project managers facilitate communication channels, provide regular updates on project progress, and solicit feedback from stakeholders to ensure alignment and manage expectations. By fostering open and transparent communication, project managers build trust, address concerns proactively, and mitigate potential conflicts, fostering a collaborative environment conducive to project success.

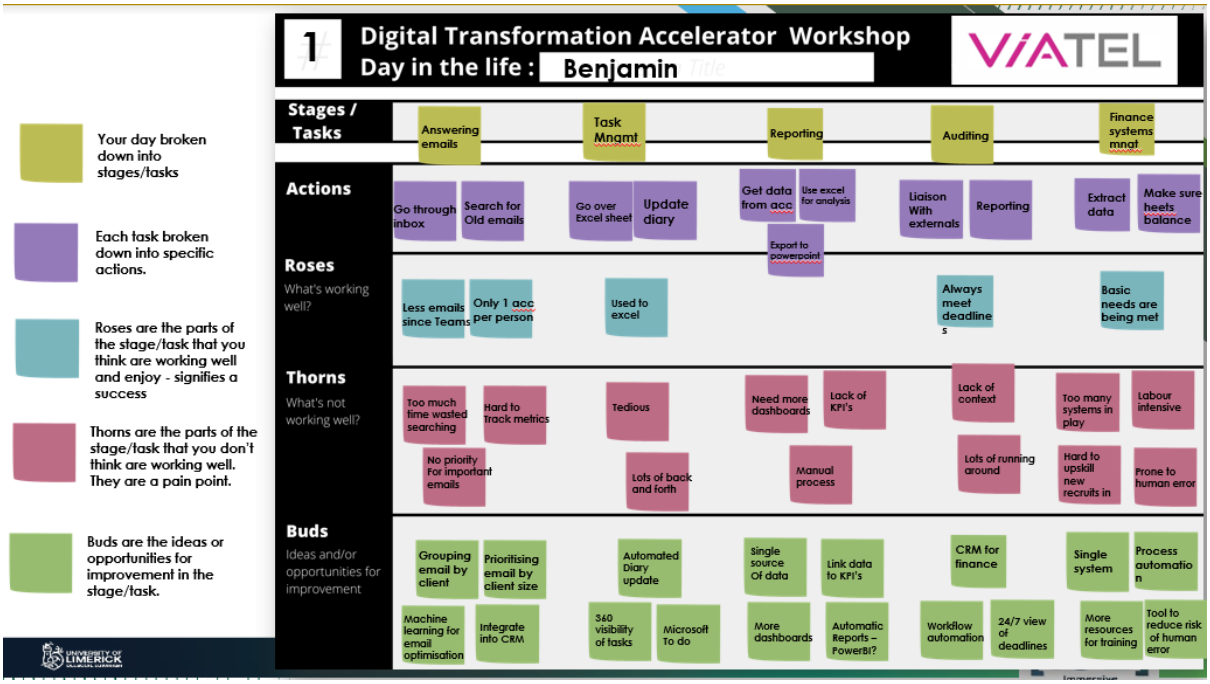
Throughout the project lifecycle, project managers monitor progress, track key performance indicators (KPIs), and control project variables to ensure that initiatives stay on track. This involves regularly reviewing project status, identifying deviations from the plan, and taking corrective action as needed to address issues and minimize delays.

Requirements gathering

Effective requirement gathering, evaluation, and selection are critical stages in the successful implementation of digital projects and initiatives. By leveraging appropriate frameworks and tools, Viatel can help you to streamline these processes, ensure alignment with business objectives, and make informed decisions that drive value and innovation. Examples are:

- **User-Centred Design (UCD):** UCD frameworks prioritize the needs and preferences of end-users throughout the design and development process. Techniques such as user interviews, personas, journey mapping, and usability testing help gather insights into user requirements, behaviours, and pain points, ensuring that digital solutions meet user expectations and deliver exceptional user experiences.
- **Business Process Modelling (BPM):** BPM frameworks focus on understanding and optimizing business processes to drive efficiency and effectiveness. Techniques such as process mapping, workflow analysis, and stakeholder interviews help identify requirements related to process automation, integration, and improvement, enabling organizations to align digital solutions with business processes and objectives.
- **Agile Requirements Framework:** Agile frameworks, such as Scrum or Kanban, emphasize iterative and collaborative approaches to requirement gathering. Techniques such as user stories, backlog grooming, and sprint planning enable cross-functional teams to prioritize and refine requirements dynamically, responding to changing business needs and feedback in real-time.





Tools for Requirement Gathering:

JIRA: JIRA is a popular project management tool that supports agile requirement gathering and management. It enables teams to create user stories, define acceptance criteria, track progress, and collaborate on requirements in a centralized and transparent manner. Integration with other tools such as

Confluence, Bitbucket, and Trello further enhances visibility and alignment across teams.

Microsoft Azure DevOps: Azure DevOps provides a suite of tools for requirement gathering, project planning, and collaboration. Features such as backlog management, sprint planning, and Kanban boards facilitate agile requirement management, while integration with Azure Repos, Pipelines, and Test Plans enables end-to-end traceability and automation of software delivery processes.

Frameworks and Tools for Evaluation and Selection:

Technology Evaluation Framework: Technology evaluation frameworks provide structured methodologies for assessing and comparing digital technologies and solutions. Criteria such as functionality, scalability, security, interoperability, vendor support, and total cost of ownership (TCO) help organizations evaluate options objectively and make informed decisions aligned with business requirements and constraints.

Gartner Magic Quadrant: The Gartner Magic Quadrant is a widely recognized research methodology that evaluates technology vendors based on completeness of vision and ability to execute. Organizations can leverage Magic Quadrant reports to assess vendor capabilities, market trends, and competitive landscapes, guiding informed decisions and mitigating risks associated with technology selection.

Proof of Concept (POC): POC frameworks involve conducting small-scale experiments or pilots to validate the feasibility and effectiveness of digital solutions in real-world scenarios. By defining clear success criteria, conducting controlled experiments, and soliciting feedback from stakeholders, organizations can assess the viability and suitability of potential solutions before making large-scale investments.

Viatel can leverage our experience with using frameworks and tools for requirement gathering, evaluation, and selection to help customers make informed decisions, mitigate risks, and drive successful digital projects and initiatives. By leveraging user-centred design, business process modelling, agile methodologies, and technology evaluation frameworks, along with tools such as JIRA, Azure DevOps, and Gartner Magic Quadrant, organizations can streamline processes, ensure alignment with business objectives, and maximize the value of their digital investments.

Scope & Planning

The digital transformation initiative will adopt a structured, top-down methodology. It will commence with a series of strategic workshops engaging Senior Management, followed by sessions with individual directorates. These workshops are pivotal in articulating the project scope and identifying key personas, thus laying the groundwork for a detailed action plan.

The insights garnered from these interactive workshops will inform the breadth of the engagement, potentially encompassing a spectrum of activities:

- Comprehensive reviews of business processes
- Evaluations of digital capabilities and strategies
- Detailed technical assessments
- Analysis of employee and other stakeholder experiences.

Additionally, the undertaking will involve high-level estimations of system requirements, meticulous documentation of current processes with schematic visuals, and the formulation of current-state (As-Is) and future-state (To-Be) processes. A Priority Decision Matrix will also be developed, integrating seamlessly with a macro transformation strategy. The final scope, however, will be contingent upon the strategic determinations made during these workshops.

The specific set up requirements should be discussed directly for an accurate quotation by emailing Gerard McCann at gerard.mccann@viatel.com or calling us on 02892528528.

8. Service Level Agreement

We have a standard Service Level Agreement, i.e. An official commitment which has been agreed with customers, defining the level of service to be provided.

Each Incident and Service Request ticket is measured against 3 separate SLA goals:

- Response SLA - when service desk performs initial review and acknowledge the ticket.
- Resolution Plan SLA - when a service desk agent or other technical resource has reviewed the ticket and produced a plan to fulfil / resolve, or they are currently working through the fulfilment / resolution.
- Resolution SLA – when service desk or other technical resource have fulfilled or resolved the request or incident. The table below details the Standard Service Level Agreement targets for each priority.

Although the details below refer to our standard SLA, different SLAs and targets can be discussed and agreed. Issue Priority Response

Issue	Priority	Response Target	Resolution Planning	Resolution Target
Emergency** (Service not available all users and functions unavailable)	1	20 mins	40 mins	4 hours
High (Limited degradation of service, limited number of users or functions affected, business process can continue)	2	20 mins	1 hour	6 hours
Normal (Small service degradation, business process can continue, one user affected)	3	20 mins	4 hours	8 hours
Low (Maintenance needed, not noticeable degradation to any users)	4	20 mins	12 hours	24 hours

**Please Note: All Emergency issues must be logged by telephone to ensure the fastest response.

9. Orders and Invoicing

We work in partnership with you to design and implement solutions that realise your business needs.

Each service is dependent on the scale of the users' requirement and is quoted in the number of days estimated to complete and at what rate. We may provide discounts to the daily rates based on the total value of the total number of days purchased in any one order.

The specific set up requirements should be discussed directly for an accurate quotation by emailing Gerard McCann at gerard.mccann@viatel.com or calling us on 02892528528.

VIATEL
TECHNOLOGY GROUP

Dublin (Blanchardstown)
Unit 1, College Business & Technology Park
Blanchardstown, Dublin 15, D15 PEC4

Dublin (Park West)
Unit 5, Beckett Way,
Park West Business Park,
Dublin 12, D12 PD62

Dublin (Manor Street)
Unit 10 Manor St. Business Park,
Manor Street, Dublin 7,
Ireland,
D07 TR26

Limerick
Block 2,, International Science Centre, National Technology Park,
Limerick, V94 XP3C

Sligo
Unit 13, Block E, Sligo Airport Business Park,
Airport Road, Strandhill,
Sligo,, F91 CK71

Lisburn
Garvey Studios,
Longstone Street,
Lisburn, BT28 1TP