HYPER TALENT SOLUTIONS

G-CLOUD 14

SERVICE DEFINITION

- Cloud hosting
- Cloud software
- Cloud support

1. INTRODUCTION

COMPANY OVERVIEW

Hyper Talent Solutions (HTS) founded in 2009 and headquartered in Langley, Berkshire, Hyper Talent Solutions (HTS) is at the forefront of delivering innovative solutions in Cloud Computing, Digital Services, Technology, and Innovation. We pride ourselves on our collaborative approach, working in partnership with a diverse range of public, private, and third-party organizations throughout the UK.

Our Expertise:

HTS has a proven track record of successful partnerships with prominent public sector entities, including:

- Cabinet Office

- No. 10 Downing Street

- Foreign & Commonwealth Development Office (FCDO)

- Ministry of Defence (MOD)

- Defence Equipment & Support (DE&S)

- Department for Transport (DfT)

- Department for Work and Pensions (DWP)

- Ministry of Housing, Communities & Local Government (MHCLG)

- Government Shared Services (GSS)

- National Health Service (NHS)

- Department for Business, Energy & Industrial Strategy (BEIS)

- Department for Education (DfE)

- Department for International Trade (DIT)

In the private sector, we are trusted by industry giants such as IBM, Nestlé, The Automobile Association (AA), Sainsbury's, Santander Bank, and Reed Exhibitions to enhance their technological capabilities and drive innovation.

Our Growth:

Our unwavering commitment to excellence and client satisfaction has propelled our growth, enabling us to increase our reach and diversify our service offerings. This success is a testament to our ability to adapt, innovate, and deliver results that not only meet but exceed expectations.

"09th of December 2021 Hyper Talent Solutions ranked #3 according to Tussell and techUK's Tech200 list of the fastest growing technology companies in the UK public sector, at an enormous growth rate of 2,032% between FY 2019/20 and FY 2020/21."

Rank	Supplier Name	Spend Growth (FY 2019/20 – FY 2020/21)
1	Wonde Limited	3,917%
2	Jigsaw Systems Limited	3,676%
3	Hyper Talent Solutions Ltd	2,032%
4	TPG Services Limited	1,998%
5	Diegesis Limited	1,332%

Our Vision:

"At Hyper Talent Solutions, we make things happen." Our vision encapsulates our drive to turn innovative ideas into tangible solutions that deliver value and drive progress. With a forward-thinking mindset, we continue to evolve and set new benchmarks in the industry.

Link- https://www.tussell.com/tech200-2021

VALUE PROPOSITION

Hyper Talent Solutions is uniquely positioned to deliver unparalleled expertise in government projects. Our deep-seated understanding of central Government operations is comprehensive, encompassing the intricacies of issues, blockers, risks, dependencies, and the approval process, along with a thorough knowledge of security requirements, NCSC guidelines, GDPR, and the principles of Secure by Design and Privacy by Default.

Our value lies in the proven proficiency of our architecture and innovation team. Over the years, we have developed and successfully deployed robust solutions that leverage Agile methodologies and DevSecOps principles, tailored specifically to fulfil the visions, goals, roadmaps, and strategies of government departments. Our credentials are exemplified in a portfolio of case studies and ongoing projects detailed in Section "5. OUR EXPERIENCE," highlighting our pivotal role in achieving governmental milestones.

Our talent pool is expansive, with over 200,000 consultants, 30% of whom are SC, DV ,NPPV3 ,SC enhanced, CTC and BPSS cleared, underscoring our capability to deploy highly qualified professionals for sensitive and critical projects. This year, we proudly expanded our services to include the Met Police and the Department for Work and Pensions (DWP), further cementing our commitment to supporting public service entities with top-tier consulting and technological innovation.

Choose Hyper Talent Solutions to partner with a team that not only understands the landscape of government projects but also brings a track record of successful delivery and a commitment to upholding the highest standards of data protection and security.

WHAT THE SERVICE PROVIDES

Hyper Talent Solutions provides the following services:

CLOUD SUPPORT SERVICES

- AWS Cloud Services
- Google Cloud Services
- Azure Cloud Services
- Oracle Cloud Services
- SAP Cloud Services
- Cloud Cost Optimisation Services
- SalesForce Cloud Services
- ServiceNow Cloud Services
- Workday Cloud Services
- Nutanix Cloud Services
- Artificial Intelligent(AI)
- Data Engineering Services
- Emerging Technologies
- Agile, DevOps Continues Delivery
- Big Data Management
- Cyber Security Governance
- Testing Services
- Digital Services
- Mobile Services
- Cloud Management
- Security Data Services
- User Research Service
- Content Design Service
- Machine Learning
- Docker Deployment Services
- Testing and Quality Assurance
- VMware Engineering
- Project Management
- Business Analyst as a service
- PMO as a Service
- MongoDB Services

2. DATA PROTECTION

INFORMATION ASSURANCE

Cyber Essentials/Cyber Essentials Plus

GDPR compliant

PCI – DSS compliant

ISO 27001, ISO 9001

ICO-Data Protection

Data Retention process:

HTS will require to:

- Review the length of time we keep personal data.
- Consider the purpose or purposes we hold the information for in deciding whether (and for how long) to retain it.
- Securely delete information that is no longer needed for this purpose or these Purposes - Update, archive or securely delete information if it goes out of date.

DATA BACK-UP, DATA RESTORATION AND DISASTER RECOVERY

In the event of HTS being required Data backup, Data restoration and disaster recovery and to hold any personal information are done using industry best practices and tools. We do so under our own GDPR regulations, and it is secure within our own server environment and included in our Data Classification Policy. We have been accredited by Cyber Essentials PLUS, only users within HTS who have a need to access this information in the performance of their duties do so.

PRIVACY BY DESIGN

All new HTS project will go through PIA (Privacy Impact Assessment) and every PIA is completed within the official template document. All Projects completed by HTS also adhere to TOGAF (The Open Group Architecture Framework) An enterprise architecture methodology for business to ensure all risks are identified and mitigated.

3. USING THE SERVICE

Customers can contact HTS by phone, email or through the website to place an order. Our sales team will then respond to the request and contact the customer directly to discuss their exact requirements and find a suitable solution. A quote is then generated and sent on the customer to sign and will be assigned to the relevant department. We are happy to help the Buyer with the call-off contract/order form.

On-Boarding, Off-Boarding, Service Migration.

HTS will carry out series of meetings, workshops with stakeholders and system owners, Floor walk, technical discussion with architecture team and functional discussion with business to define the scope of work. Prior to the execution of the Order, the Supplier and the Buyer will agree the scope of the exit plan for the Services and a timescale for delivering an exit plan to ensure continuity of service. Once the scope of work is agreed a project manager will be assigned to deliver the project.

HTS shall undertake on-boarding and off-boarding activities agreed within the Order Form and an exit plan in line with the Call-Off Contract terms which will be charged for in accordance with the pricing section for this service.

Service migration will be delivered as follows;

			Output Examples	Delivery Method	Commercial
Step 1	Strategy Development	Developing principles and plans for the future of cloud use in the business	Conceptual architecture Cloud principles Data regulation planning	On-site & offsite consultancy	Day rate
Step2	Discovery	Looking into the existing IT estate in the business and identifying opportunities where cloud technologies can be used	Systems catalogue Cloud cost estimates Benefit estimates	On-site & offsite consultancy	Day rate
Step3	Design	Creating the blueprints for cloud systems and detailed plans for migration to cloud	Systems architecture Migration plans Detailed costs Detailed benefits	On-site & offsite consultancy	Day rate

Step4	Solutions	HTS products used to migrate too and manage systems in the cloud	HTS cloud control as a Service	Backup	Product license	Day rate
Step5	Implementation	Building solutions based on cloud components and moving business systems to the cloud	AWS IaaS build & configuration Testing strategy & execution Defect tracking & resolution		On-site & offsite consultancy	Day rate
Step 6	Management	Operating solutions in the cloud to agreed	Planned service management		Telephone &	Day rate
		service levels and operating scope	Unplanned incident resolution Helpdesk & troubleshooting		Portal offsite support	
Step 7	Warranty	We will provide warranty for 3 days from go live and will fix any issues free of charge	Troubleshooting any issues post go live.		On-site & offsite, phone support	Free of charge

Three critical success factors

Successful application onboarding is all about careful planning and preparation. There are three activities in preparing for onboarding that is critical to the ultimate success of the onboarding process:

1. Workload analysis: enables you to identify the most appropriate candidate workloads for cloud migration and understand their requirements for onboarding.

2. Getting the application cloud-ready: ensures that the application will perform as required on the target cloud architecture.

3. Choosing a cloud provider: determines the target cloud environment and may have implications for onboarding support.

TRAINING

HTS can provide knowledge transfer at all stages of the cloud transition process. By working closely with your in-house technical teams, we'll help ensure they are equipped with the necessary skills via our triedand-trusted combination of shadowing our experts during implementation and formal knowledge transfer and training sessions. A training approach will be agreed during the planning phase and may include any or all of the below with an additional charge – however, knowledge transfer for the project delivered by Hyper Talent Solutions is free of charge:-

- Train the trainer
- Classroom based sessions for super users
- Online guided training
- Pre-recorded show and tell videos
- Inbuilt system guides and help tips -   Knowledge base
- Knowledge transfer of the HLD's (High Level Design),
- Knowledge transfer of the LLD (Low Level Design),
- Knowledge transfer of the Infrastructure and Network Diagrams.

SERVICE MANAGEMENT

HTS on-boards the systems to be supported by HTS managed services. The system is assessed for management needs and the appropriate policies and procedures are adopted from the ISO27001 compliant process library. A customer support representative is assigned to the customer and service management commences.

A typical managed service includes -

- 9.00 am to 5.00 pm (UK time), Monday to Friday coverage system support.
- Helpdesk support for incident management and resolution
- Managed backup and recovery service
- Managed disaster recovery service
- Quarterly patching of operating system and application
- Named account manager.
- Audit and compliance support and annual system optimisation review.

SERVICE LEVELS

Hyper Talent Solutions provide support for the customer requirement. Typically, this will be remote support for systems hosted in the Cloud.

Priority 1 Support - for production system outages, 9.00 am to 5.00 pm (UK time), Monday to Friday coverage and 1-hour response.

Priority 2 Support - for non-urgent production system incidents, 9.00 am to 5.00 pm (UK time), Monday to Friday coverage and 3-hour response.

Priority 3 Support for non-production support incidents, 9.00 am to 5.00 pm (UK time), Monday to Friday coverage and 3-hour response.

All customers are allocated an account manager.

FINANCIAL RECOMPENSE MODEL FOR NOT MEETING SERVICE LEVELS

Can agree a financial recompense model based on the customer requirements.

4. PROVISION OF THE SERVICE

CUSTOMER RESPONSIBILITIES

- Submit Business Requirement
- Submit Technical Requirements Functional and Non-Functional
- Attend meetings and design workshops.
- Attends service/Technical review meetings.
- Provides service level requirements on an agreed basis with the Service Level Manager
- Negotiates, defines, agrees and communicates service levels agreements within the organisation.

TECHNICAL REQUIREMENTS AND CLIENT-SIDE REQUIREMENTS

- Ensures escalation procedures are practiced if agreed service levels are about to be breached.
- Ensures that all escalations are appropriately recorded. All of our projects have an extensive site survey carried out before the project commences. Bandwidth requirements and client requirements are set out in the method statement, which is discussed and distributed with the customer before any work is undertaken.

TERMINATION PROCESS

The Buyer can terminate a contract at any point with 30 days' notice (the amount of notice time can be agreed at the call-off stage). If the Buyer decides to terminate the contract, the Buyer should send a termination notice in writing to be assigned HTS project manager via email to kick-off the termination process. HTS will respond to this email within 24-48 hours.

We can discuss with the Buyer to set a timeline to use up their final support time and off boarding process that needs to be adhered to as part of the termination process. We would provide High Level Documents (HLD) and Low-Level Documents (LLD) produced at the time of termination which will enable Buyers to transfer to another supplier subject to the contract being fulfilled.

All property, data and information held in connection with the Framework or Call Off Contract will either be returned or destroyed as per "HTS Secure Disposal Policy.'

5. OUR EXPERIENCE

Case Studies 1 : Cabinet Office and GSS (Government Shared Services)

Hyper Talent Solution (HTS) secured an agreement with the Cabinet Office's Government Shared Services (GSS) through the G-Cloud 11 framework, amounting to £5.75 million. This agreement aimed to provide managed services, allowing for flexible access to specialised technical expertise across various domains, including Oracle Cloud, SAP (including Ariba, SuccessFactors, and S4HANA) and Workday (HCM, Expenses, Finance). The skills offered encompassed data migration, technical support, project management, functional setup and configuration knowledge, architecture definition, and expertise in back-office cloud-based and emerging technologies.

Under Lot 3 - Cloud Support, HTS committed to providing services such as cloud support, Workday implementation, Oracle Fusion implementation, SAP implementation, and cloud migration. The projected model involved a staggered approach requiring over 100 experts over an 18-month period.

To meet the fluctuating demands of different departments, HTS supplied Security Cleared (SC and DV) technical expertise. These experts played vital roles in critical processes across various government departments, ensuring redundancy in case of emergencies. Among the departments served were

- CO (Cabinet Office)
- FCO (Foreign & Commonwealth Office)
- MOD (Ministry of Defence)
- MHCLG (Ministry of Housing, Communities & Local Government)
- GSS (Government Shared Services)
- DfE (Department for Education)
- DE&S (Defence Equipment & Support)

HTS's support enabled projects to meet their deliverables and future objectives within the stipulated timeframes, contributing to the efficient functioning and development of government operations.

Benefit Achieved:

- The collaboration between the construction crew and HTS for over 18 months has resulted in significant cost savings for HMG's ERP migrations.
- This partnership has enabled the program to progress to full operational use across HMG and has received approval for extension into 2022, a notable achievement.
- Utilisation of a collateral reuse system has been efficiently managed by HTS, leading to cost reductions for team members by maximising the review and reuse of collateral materials.

Case Studies 2: Cabinet Office - SOP Re-hosting Project Proposal

The SOP (Single Oracle Platform) stands as the largest Oracle implementation in Europe, boasting a user base of 220,000 individuals across 17 Government departments. These include DWP, MoJ, Defra, DfE, CO, No 10 DS, GDS, CCC, JNCC, FSA, EA, HSE, ONR, NE, VMD APHA, and MMO. We had the privilege to present the following proposals for cloud re-hosting:

1 SOP Re-hosting Proposal on AWS Cloud

2 SOP Re-hosting Proposal on OCI Cloud

Benefits Achieved:

• The SOP Re-hosting proposal on AWS Cloud demonstrated a significant cost saving of £2 million.

• The SOP Re-hosting proposal on OCI Cloud was approved, with an estimated £3.5 million in savings anticipated.

• Futureproofing of Legacy SOP and facilitation of Cloud adoption and Digital transformation.

• Enabled application integration, automation, continuous improvement and deployment.

These initiatives not only saved costs but also paved the way for modernisation and efficiency enhancement within the Cabinet Office's IT infrastructure.

Case Study 3: No.10 Downing Street - PSN to VPN Migration Programme

GSS oversees the strategic direction of the SOP system and is spearheading various enhancements, including the transition of Government departments from PSN connections to SOP towards VPN. As part of this initiative, HTS conducted due diligence across 17 Government Departments.

Benefits Achieved:

• Cost savings resulting from the shift from PSN to VPN amounted to approximately over £1.5 million per annum. Notable savings include £200k annually for No.10 Downing Street and £500k for DfE.

• Simplified access to SOP (Oracle On-Prem Platform).

• Improvement in response time for user access queries and reports.

• Alignment of SOP access with cloud-compatible/future-proof technology.

These advancements not only generated significant cost savings but also streamlined access and improved operational efficiency within No.10 Downing Street and other government entities involved in the migration programme.

Case Study 4: MOD - QA and Testing Services

HTS provided comprehensive test support services for the Human Capital Management (HCM) Software as a Service (SaaS) implementation at the Ministry of Defence (MoD). This initiative, part of the Future Human Resource Systems programme, aimed to replace the on-premise Oracle PeopleSoft system with a new HR system for MOD Civilians and Logistics groups. The chosen solution, MyHR, is based on the Oracle HCM Cloud and is slated for use by approximately 50,000 staff. MyHR encompasses Core HR, Absence Management, Talent, Performance, Learning, Casework (HR Helpdesk), and Deployment (PJRM) modules.

Benefits Achieved:

- Developed reusable end-to-end test scripts, both functional and non-functional, resulting in significant time and cost savings for the project.
- Devised a new testing strategy for Payroll comparison (PCT), Integration testing, and End-to-End UAT Testing, enhancing testing efficiency and effectiveness.
- Established reusable end-to-end system architecture, streamlining processes and promoting consistency.
- Implemented reusable end-to-end data architecture, ensuring data integrity and facilitating seamless integration across systems.

These achievements not only optimized testing processes but also laid the groundwork for future scalability and sustainability within the MoD's HR systems framework.

CLIENTS

- ### PUBLIC SECTOR

- PRIVATE SECTOR

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