



2024

Service Management

SERVICE DESCRIPTION

G-CLOUD 13



ABOUT US

Founded in 2019, WeShape has a mission to become known as 'The Best at Tech Delivery'. We are an award-winning technology consultancy, specialists in the advisory and implementation of DevOps, Software Engineering, Data and Cloud Native solutions with capabilities within the UK and Eastern Europe.

Over the last few years we have been pleased to have been awarded The Best DevOps Consulting Firm 2022, The Best DevOps Services Firm 2023 and The Best IT Services Company 2022 at the IT Industry Awards by Computing. We are a B-Corp certified organisation where we have been recognised for our high standards of social and environmental performance, transparency, and accountability. Our team is also behind two leading technology communities - London DevOps and London Tech Leaders, with a combined community of 12,000 where we discuss the latest technology trends within the market and an opportunity to network with industry experts. For more information on our services and why we're different - Please visit us on www.weshape.io or contact me directly to learn more.



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1 - Short Service Description

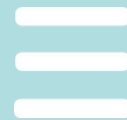
WeShape can provide ITSM consulting with a full range of service improvements covering Service Transition, IT Target Operating Model, Digital Maturity, Cloud Migration Management, Tool Implementation, Agile/DevOps, SIAM and Service Catalogue.

2 - Key Service Features

- IT Tool Selection and Implementation
- IT Target Operating Model Creation
- Agile/DevOps maturity and capability assessment
- Service management support through each stage of the transformation project
- Service Catalogue Design, Review and Development
- Service Governance / Risk Management / ICT Configuration
- Digital Maturity Assessment, IT Strategy, Service Catalogue assessment
- Agile Service Transition, Assurance, Delivery and Operations Management

3 - Key Service Benefits

- Extensive network of independent IT service management consultants
- Access to SC / DV security cleared professionals
- Streamline work processes across an entire enterprise
- Benefit from ITILv3, COBIT, Agile and DevOps best practice knowledge
- Implement new service delivery model and greenfield environments
- Ensure the right processes are in place for continual improvement
- Reducing incidents, improving SLA rate



4 - Our Key Solutions

WeShape Advisory

WeShape Advisory consultants are industry experts, bringing innovative solutions and challenging the status quo, enabling your organisation to establish a new Digital identity and a lasting cultural shift.

- Technical and organizational debt reviewed & progressive roadmap outlined
- Defined Target Operating Model, business alignment and integrated toolchain
- Neutral vendor accelerated design and delivery proposal
- Empower teams to be forward thinking and solutions focused

WeShape Squads

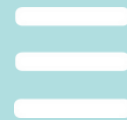
WeShape Squads are specifically assembled to deliver a desired technical outcome. Our Squad solution allows you access to a cohesive team of industry-leading technical specialists within their respective fields.

Squads will accelerate your speed on technical delivery, design and build effective solutions and up-skill your existing engineering capability to ensure it can be maintained effectively.

WeShape Squads are the ideal solution when looking to advance your technology platforms, supplement internal skills & capability gaps or scale your engineering capability for large scale transformations

WeShape On-Demand

WeShape SME consultants will focus on delivering your business-critical projects through accelerated digital transformation. Our flexible on-demand model will be tailored around the specific capability and skills gap to ensure optimum results and to achieve the required technical outcome.



5 - Pricing Overview

WeShape's pricing for all G-Cloud 13 services will be structured on a time and materials charging model and will be based on the applicable SFIA (Skills for the Information Age) rate card, which is available as a separate document published on G-Cloud 13, Digital Marketplace.

WeShape will work with you to ensure the structure of the team and contract that will be most advantageous and provide the greatest value for you.

6 - Security Procedures

- Staff screening for consultants will be performed to conform to BS7858:2012
- WeShape will obtain Government security clearance up to SC level for required projects
- Internal security procedures monitored by WeShape best practices to ensure secure working environment for all projects.
- Data will be handled according to ISO27001 and DPA18/GDPR standards



7 - On-boarding & Off-boarding

WeShape on-boarding processes will work to customer timeframes, and a WeShape Account Manager will provide consistent updates throughout the process ensuring all parties are aligned.

WeShape Technical Lead will evaluate current skills and capability gap within team to propose incremental team resource. Where required, WeShape team will collaborate with existing engineering teams to ensure relevant knowledge is transferred ahead of project initiation.

WeShape Account Manager will meet with customer regularly to ensure project deliverables are being met and ensure feedback/communication is consistent throughout the project.

WeShape Account Manager will arrange on-site visits with customer to meet relevant stakeholders, teams to ensure a strategic partnership is formed, as well as act as POC for escalation.

Our off-boarding process will include full knowledge transfer with WeShape technical team, including sharing information of the runbooks/documentation for operational and technical practices.

WeShape Account Manager will ensure full hand-over process is implemented to any incoming supplier or internal team to ensure relevant IP and knowledge transfer.

Should you be required to escalate beyond a WeShape Account Manager, WeShape will always have a designated Director available for support.

Tiered Service+Escalation Levels

- Level 1: WeShape Technical Lead
- Level 2: WeShape Account Manager
- Level 3: WeShape Director

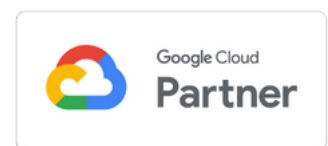
8 - Why Choose WeShape?

WeShape are experts in the advisory and implementation of devops, software, data and cloud native solutions. We are an award-winning consultancy, and behind some of the largest technology communities in the UK - London DevOps, and London Tech Leaders. London DevOps is one of the most well-established Meetup events for Cloud, Development and Operations professionals, with over 10,000 members. London Tech Leaders is an exclusive, invite-only event of C-Suite executives in the technology sector.

Our solutions include organisational & technical advisory, squad deployment, on-demand consultants, training & coaching and nearshore delivery.

We are a B-Corp, ISO27001 certified, disability confident employer, and mental health at work committed business.

Our Achievements



Some of our customers...



Department
for Work &
Pensions



Swansea
University
Prifysgol
Abertawe



Cabinet Office

octopusenergy

VOLVO

DE BEERS
A DIAMOND IS FOREVER



WESHAPΞ



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