

# G-CLOUD SERVICE DEFINITION DOCUMENT

Oliver Wyman – Cloud support

## CONTENTS

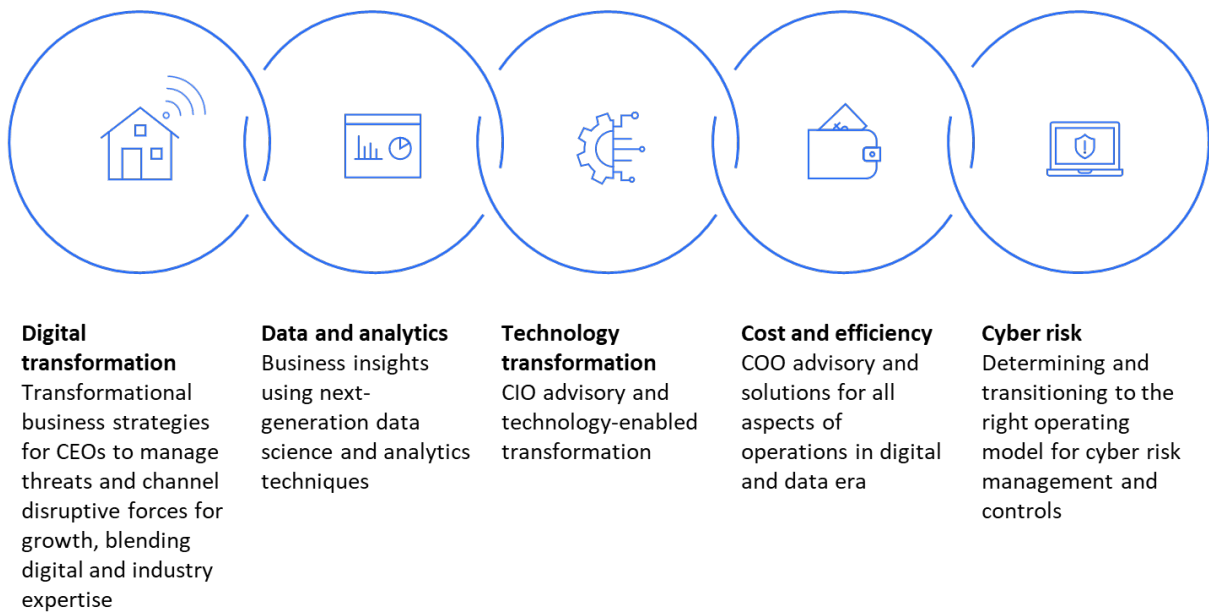
<b>1.</b>	<b>Oliver Wyman Digital .....</b>	<b>1</b>
<b>2.</b>	<b>User Centric Design .....</b>	<b>2</b>
2.1.	Definition of the service .....	2
2.2.	Service Levels .....	2
2.3.	Service constraints .....	3
<b>3.</b>	<b>Design Thinking workshops .....</b>	<b>4</b>
3.1.	Definition of the service .....	4
3.2.	Service Levels .....	<b>Error! Bookmark not defined.</b>
3.3.	Service constraints .....	5
<b>4.</b>	<b>Digital Services .....</b>	<b>6</b>
4.1.	Definition of the service .....	6
4.2.	Service Levels .....	7
4.3.	Service constraints .....	7
4.4.	Technical requirements .....	7
<b>5.</b>	<b>StratBox .....</b>	<b>8</b>
5.1.	Definition of the service .....	8
5.2.	Service Levels .....	<b>Error! Bookmark not defined.</b>
5.3.	Service constraints .....	8
5.4.	Technical requirements .....	9
<b>6.</b>	<b>After Sales Support .....</b>	<b>10</b>
<b>7.</b>	<b>Providing the service to our clients .....</b>	<b>11</b>
7.1.	Ordering and Invoicing Process .....	11
7.2.	Onboarding staff .....	11
7.3.	Data backup, restore and disaster recovery .....	11
<b>8.</b>	<b>Contacting Oliver Wyman .....</b>	<b>12</b>

## 1. OLIVER WYMAN DIGITAL

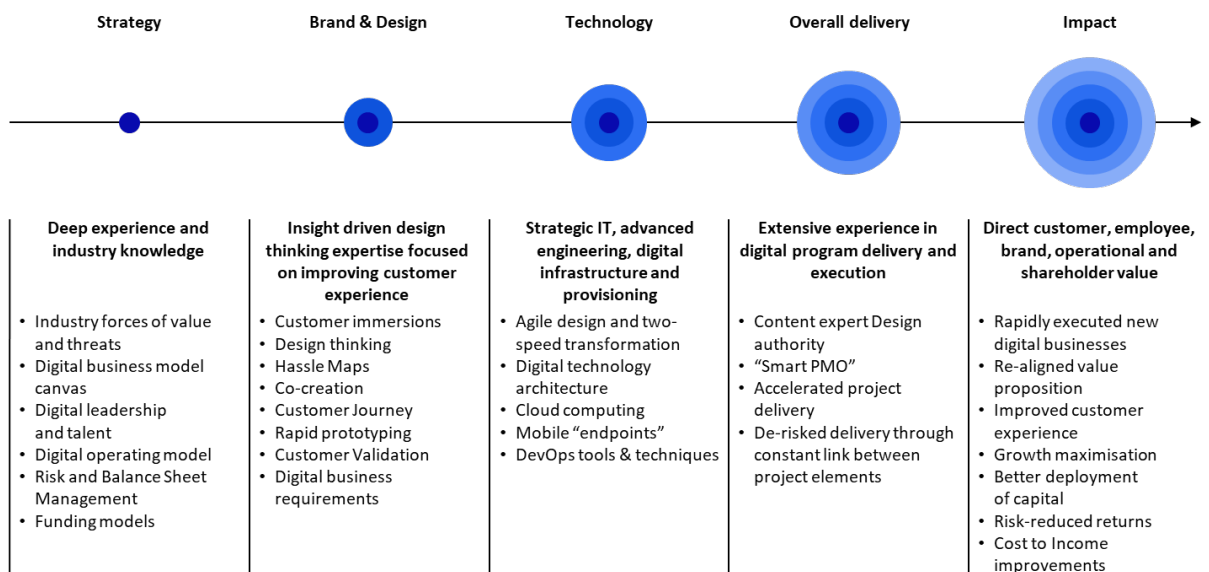
Oliver Wyman is a leading global management consulting firm that combines deep industry knowledge with specialised expertise in strategy, operations, risk management, and organisation transformation. The firm includes 5,500+ dedicated professionals, in 60+ offices across 30+ countries.

OW is organised into practices, which bring together experts in a particular topic, industry or capability to help our clients address specific challenges – including **Oliver Wyman Digital**.

Oliver Wyman's global Digital practice consists of over 1,200+ practitioners, focusing on Digital Design, Technology and Analytics transformation of our clients. This team helps clients address their toughest digital problems, including:



To deliver real impact to our clients, as well as value for money, Oliver Wyman Digital combine deep industry knowledge with market leading brand, design, technology, and data execution capabilities.





## 2. USER CENTRIC DESIGN

### 2.1. Definition of the service

Service, User Experience and User Interface design capabilities that are centric to the needs of the user. This capability can be applied to the development of any digital product or service and adds benefit to external and internal programmes. Examples of how this can be applied to project include:

- Unification of disparate existing systems
- Creation of design systems that can be applied to a suite of tools and services
- User Experience testing
- Design of tools and services for external users

Benefits of design reach beyond the aesthetic. Well-designed systems reduce the cognitive load of users enabling a reduction in the requirements to train and support the users.

The approach taken to design for tools and services is as follows:

- **Discovery:** Gaining a deep understanding of the tools, services to be designed for and an understanding of the user needs
- **Key user journey mapping:** Mapping of the key journeys and actions that need to be performed by the user
- **Early design concepting:** Initial concepts of key design template pages
- **User testing and validation:** Guided and unguided testing of the designs with intended users
- **Concept iteration:** Taking account of feedback from testing develop the designs to better suit users' needs
- **Further testing:** As required, testing and iteration loops
- **Design system specification:** Handover of the designed framework including component library, designed pages, user journey flows and associated documentation.

### 2.2. Service Levels

Any software OW have designed and built within our hosting environment is in scope for our support services. For services hosted by our clients or built on hosting set up by our clients, support coverage may be negotiated to scope as appropriate

We have five types of service packages, that can be discuss and tailored with all clients as per their individual needs:

1. **Basic Support and Maintenance:** User administration, basic user assistance (login), and all services relating to the ongoing maintenance of the hosted solution.
2. **Developmental Support:** Data Feed maintenance and support. Application bug fixes. Escalation of administration/login issues. DevOps management (code deployment, CI pipelines, testing). Complex queries about data calculation or engine results.
3. **Business Support:** Application "usage" instruction/guidance. Basic troubleshooting of issues - where simple or documentation exists. Answering business knowledge questions.

4. Enhancement Support: New functionality. Performance enhancements where the enhancement is not part of original tool delivery.
5. 24-7: Paging for Severity 1 level issues at all times of day or night

Our standard offering is for services 1 and 2, with our clients providing 3-5 out of scope. Services may be mix/matched and the services selected will change pricing. The cost of these service packages depends upon the application and other client requirements.

We place an emphasis on Teams, not tiers. Our customers never enter the Labs Sustaining process through a low-value support tier, waiting on escalation for a better expert. Instead, OW Labs Sustaining uses a model where engineers are grouped into teams that are highly familiar with our clients' environments, which places a premium on client expertise and experience, rather than a rank and file "canned" responses to inquiries. Some customers require us to act as a tier within their support model, which we are happy to do; however, within our organization, we use a teaming model to ensure a higher level of service than tiered models typically provide.

## 2.3. Service constraints

Solution constraints vary on a case-by-case basis and should be discussed as required. Common constraints include:

- Resource location: Typically, we are able to deploy a team project staff are on-site. With large teams including specialist resources, part of the team may work off-site / remotely, but would be available to spend part of their time on-site as required as well
- Support hours (See Section 2.2, if required)

## 3. DESIGN THINKING WORKSHOPS

### 3.1. Definition of the service

Design thinking workshops are a versatile tool that can help create new solutions, improve existing products, align teams and drive higher levels of engagement with programmes.

The design thinking process is based on 5 stages:

- Empathise
- Define
- Ideate
- Prototype
- Test

This framework encourages participants to take a fresh approach to any kind of solution design using highly engaging group activities, facilitated discussions and guided knowledge discovery

Workshops are bespoke for each client and the problem(s) they want to solve, but we are able to rapidly design and deliver these through the reuse of sessions and exercises from our library of templates.

Workshops can be deployed to a project in a tactical or strategic manner. Tactically, workshops can be deployed in the early design or ideation phases in a single set of sessions. However, huge value can be gained by embedding workshops as engagement activities within your project at key milestones. This allows us to coach and embed design thinking best practices deeply, and for teams to see the value in multiple iterations of the design thinking framework.

Workshop sessions can be run in person, at any location that has a room large enough to accommodate the participants comfortably, with room to move, or digitally over your chosen videoconference platform. When running in person it is common for the sessions to last a full day; when running digitally we would run a number of smaller sessions over the course of a few days. In some cases, we have run workshop sessions across multiple days for large and complex programmes.

The approach to design thinking is versatile and can be used for almost any circumstance, examples include:

- Clarification of mental models with teams, defining frameworks for design decisions that allow teams to operate more effectively
- Onboarding and engagement of stakeholders at key points in a project's lifecycle
- Alignment of teams to a single set of goals with clear understanding of how to mediate conflicting priorities
- Design of innovative systems, tools and business processes that are designed around the users and their specific needs
- Understanding, plan and estimate workloads for teams

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## 4. DIGITAL SERVICES

### 4.1. Definition of the service

We have built a firm at the intersection of the capabilities that drive client success, combining deep industry expertise, with design thinking and execution. Deep industry expertise gives us a mastery of each industry's trends, players, economics and regulation, and potential partners and ecosystems. Our design thinking and execution gives us the ability to co-create solutions with our clients, by bringing together leading design thinking, analytics and systems engineering, combined with the power to mobilize and lead their organizations through change.

We can provide you with a **fully independent, fully informed** view of industry capabilities and best practice.

When it comes to Cloud Software services, Oliver Wyman can advise and support both in planning and implementation, and can operate as an advisor, a turnkey delivery partner, or a specialist resource provider. Types of support we offer include:

- **Digital Strategy:** Helping you develop a portfolio of smart ventures that will thrive in the face of disruption
- **Design support:** Through purposeful design, based on deep human insight, we help you create meaningful customer solutions that will evolve and last long into the future
- **Build capabilities:** We create intelligent systems grounded in customer data and analytics, that are smart enough to sense, learn, and adapt with the needs of your customers and your organization
- **Scaling in mind:** Architect your organization to adapt and respond, because meeting disruption is not a one-off change
- **Co-creation:** We facilitate workshops and governance designed around collaboration to build solutions supported by all

To deliver impact and value for money, we deploy multi-disciplinary teams made up of a variety of resources specialising in different parts of the problem, allowing us to fully support you from start to finish. Specialists include:

- **Consulting:** Consultants and strategists who can mobilize, deliver and lead organizations through transformational change
- **Data Science:** Data Scientists and Data Engineers that can unlock the value of data and analysis to transform the efficiency and competitiveness of organizations
- **Delivery:** Delivery experts who can seamlessly orchestrate our full range of capabilities using a proven delivery methodology and bespoke approaches to suit client needs
- **Design:** Designers who master co-creation, design thinking and execution based on deep human insight to explore the possibilities and realities in industries
- **Engineering:** Engineers who can create efficient and effective IT organizations, projects and programs



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- Support hours

## 4.4. Technical requirements

Oliver Wyman is continuously upgrading its offerings as we cater to increasing numbers of clients and use cases. Such upgrades are regularly folded back into the core offering to ensure all clients benefit from the latest and greatest features and experience. We offer SaaS and annual licensing models to allow our clients to continually subscribe to these upgrades.

## 5. STRATBOX

### 5.1. Definition of the service

Oliver Wyman's StratBox is a next generation scenario planning solution created to respond to modern business and supervisory expectations.

The StratBox scenario planning framework is composed of complementary modules:

- Strategic scenario planning (P&L, Balance Sheet, Solvency) for business-focused and official regulatory exercises (Strategic Plan, ICAAP, Stress-Test) and quick impact simulations
- Bottom-up modules for granular risk drivers – such as credit loss and provisions (IFRS9), PPNR forecasting, market risk, operational and conduct risk
- Robust technology (Digital, Big Data) enabling strong workflow-management, real-time calculations, agile “Sandbox” methodology and leading analytics for senior management review

StratBox is a unique offering that combines our strategic scenario planning framework, individual bottom-up components and – as needed – supporting IT infrastructure providing a comprehensive solution to key regulatory and managerial demands on planning and stress-testing matters:

- Comprehensive solution for the execution of official scenario-planning and stress testing exercises, as well as autonomous simulations (e.g. flash analyses, what-ifs, back-testing)
- Robust digital technology to address existing weaknesses – planning, stress-testing, monitoring – increasing automation, robustness and agility
- Integrated data model automating data feeds and increasing granularity, creating a common language and strong workflow management across multiple users, reducing manual work
- Best-in-class methodology, allowing you to meet upcoming methodology standards (e.g. IFRS9) and improving readiness for future exercises (e.g. EBA 2018)
- Global framework addressing multiple stakeholder demands (Finance, Risk, Strategy, Business Units) and avoiding duplicate spending, while connecting existing solutions and projects
- Tangible delivery from Day One – accelerated implementation through the use of existing prototypes and ensuring strategic, transformational end result

Benefits and features of StratBox include:

- Enhanced operational efficiency around financial planning through digitised workflows
- Wargaming capabilities to quickly understand impact of regulatory downturn scenarios on financial institutions
- Creating better business insights to improve return on financial resources
- Compliant with international and regulatory methodologies (IFRS9, CRD IV)

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## 6. AFTER SALES SUPPORT

We assign a dedicated Business Relationship Manager to each client account to ensure that we cultivate and long-lasting relationships with our clients. They provide, business relationship management, contract and offer management, strategy, pricing, and profitability, and escalation management.

Our standard approach is for the Business Relationship Manager to schedule weekly or fortnightly support calls that are technical in nature, along with quarterly executive business reviews that provide holistic and strategic view of the relationship. The weekly or fortnightly support calls are run by the Tech Lead Engineer assigned to the client, with Governance and Oversight provided by the Business Relationship Manager. The Quarterly calls are prepared and run by the Business Relationship Manager. Depending on the agenda, we will pull in various members from the organization (all quarterly calls have a content review and sign off by the OW Partner, before they occur). We are also comfortable tailoring our approach to achieve the right level of engagement with our clients. In addition to our standard Platform maintenance, our Roadmap and Release schedules are carefully tailored into our Enhancement support package, which is often uniquely designed to meet the business needs and outcomes of our clients.

## 7. PROVIDING THE SERVICE TO OUR CLIENTS

### 7.1. Ordering and Invoicing Process

For all orders and enquiries, please contact [public.tenders@oliverwyman.com](mailto:public.tenders@oliverwyman.com). The team will connect you with the most relevant member of our organisation, who can discuss your needs and the scope of the project. A fully costed statement of work will be produced for you to review.

OW is open to a range of pricing models, from the traditional fixed fee/rate-card approach, to impact-based pricing models whereby we are only rewarded once delivering the impact you require. While developing the statement of work, our teams will discuss the best commercial approach to ensure you obtain value for money.

Upon contracting, we will collectively agree the payment structure (e.g. fixed intervals, milestone-based payment) and the sign-off procedures. All invoices will be submitted by our central Control Team, and will contain the relevant PO numbers.

### 7.2. Onboarding staff

Staff can be deployed within 24 hours, if required, with access to our global resource pool of specialists.

A detailed *Onboarding Pack* will be designed by OW at the start of each programme and maintained throughout the contract. It will include details on our client's objectives, stakeholder maps, and details of risk escalation, data management and governance processes. This pack will be used by the OW Programme/Project Lead to brief new team members, establish common ways of working and ensure everybody has access to a common base of information.

Where new resources are deployed, the *Onboarding Pack* and contextual articles will be provided for them to digest in advance of their start date. Each new team member will undertake a mini training course, not billed, to come up to speed on all past work, and client background/industry trends, to ensure they are able to hit the ground running.

### 7.3. Data backup, restore and disaster recovery

All OW's processes and policies are certified by ISO 27001 / 9001 and the Cyber Essentials scheme. The standard for regular data backups is to use a daily incremental, weekly full and monthly backup scheme or snapshot based equivalent. Back-ups are performed using standard management software to disk and/or tape back-up systems.

The Company's data centers are configured with redundant power feeds, telecommunications circuits, back-up generator power, and uninterrupted power supply (UPS) systems. Server rooms are configured with UPS systems and depending on the facility's size there may be on-site back-up power, such as a generator. Such systems are tested on a periodic basis (e.g., quarterly, semi-annually) depending on system and location.

The Company's firewall architecture consists of multiple pairs of redundant FIPS certified firewalls and various DMZs used to isolate and segregate networks, including stateful inspection, logging, and stealth rules. These rules are created within the change control framework, and are reviewed by the appropriate management and security personnel before implementation, and they are tested by IT Internal Audit during various information security reviews.



## 8. CONTACTING OLIVER WYMAN

For all orders and general enquiries, please contact us via [public.tenders@oliverwyman.com](mailto:public.tenders@oliverwyman.com), or feel free to reach out to one of the specialist team.



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## CONFIDENTIALITY

Our clients' industries are extremely competitive, and the maintenance of confidentiality with respect to our clients' plans and data is critical. Oliver Wyman rigorously applies internal confidentiality practices to protect the confidentiality of all client information.

Similarly, our industry is very competitive. We view our approaches and insights as proprietary and therefore look to our clients to protect our interests in our proposals, presentations, methodologies, and analytical techniques. Under no circumstances should this material be shared with any third party without the prior written consent of Oliver Wyman.

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