

G CLOUD 14 Service Definition Document: Cloud Consultancy Support

What the service is:

ECMS offers exceptional cloud support consultancy services. Collaborating closely with our clients, we support optimal cloud hosting for their business, address any associated risks and complexities, and ensure timely, budget-conscious delivery. Our cloud services support:

- ✓ Project and Programme Delivery Assurance
- ✓ Business Analysis, Business Intelligence and Data Services
- ✓ Technical Delivery – Cloud, Infrastructure and DevOps

Ideation/Design/Implementation:

A brief overview is provided below and is not limited to:

- Assignment of an appropriate service delivery SME or director from ECMS to oversee the project
- Confirmation of charter, scope, deliverables, and requirements
- Designing of solutions – HLD and LLD
- Creation of a project plans
- Provision of weekly status reports and project reporting
- Management of risks and issues
- Completion of project closure reporting

Onboarding and offboarding:

Our consultants are selected for each project based on experience, ensuring tailored expertise from day one. We work closely with clients to ensure consultants are effective from day one. We operate a value-based consulting model and will adjust deployment to optimise delivery.

Pricing:

We tailor pricing for each project based on its complexity and requirements. The rate card provided gives an indication of day rates where these are required.

Service Levels and Support:

These are agreed on an individual project or service basis.

Service Level Failures:

To mitigate this risk, our Service Delivery function led by a director monitor progress against deliverables and regularly meet with you for assessment. In cases of under-performance, we'll either deploy additional resources, provide alternative resources and/or provide discounts on the agreed price.

Ordering and Invoicing Process:

We invoice monthly, with electronic invoices issued in arrears. Payment is due within 30 days of receiving a valid invoice.

Contract Termination:

Contracts adhere to standard terms and conditions outlined in the G Cloud framework, allowing for early termination if necessary.

Data Loss Prevention, business continuity and disaster recovery:

We have a robust BCP/DR and DLP in place with a focus on IT security. We are fully cloud based and operate to Cyber Essentials Plus standards. We also conduct regular checks, and annual Pen testing to ensure business readiness.

Account Executive Support: Our presales, delivery and account execs team work collaboratively to ensure successful delivery at all stages of an engagement.

Please contact ECMS (Managed Solutions) for more information

Mark.weller@ecmanagedsolutions.com or contact@ecmanagedsolutions.com