

**Kick**

SERVICE DEFINITION DOCUMENT

Qlik BI

About Kick

Kick ICT Group are one of the UK's leading independent ICT services businesses, with a talented and highly skilled team that provide outstanding service and value to our clients. Our four divisions, Technical, Dynamics, Infor and Communications allow us to deliver tailored expertise to each client.

Founded in 2015, we've grown rapidly with **nine** acquisitions, combining over **40 years** of expertise and service from respected industry players Castle and Talon.

We pride ourselves on our commitment to providing outstanding IT solutions, services and support. Yet we believe that it's how we work with people that is most important to us.

You can trust in our expertise. We're here to help.

1. Service Description

Overview:

Kick ICT proudly provides the state-of-the-art Qlik BI solutions, encompassing Qlik Sense and Qlik View. These powerful tools are engineered to enable all members of an organisation to effortlessly generate personalised reports, manipulate dynamic dashboards, and delve deeply into data to extract meaningful insights. Our comprehensive service includes licenses, full-scale implementation, continuous support, and bespoke training tailored to your organisation's needs.

Objectives:

Our Qlik BI solutions aim to democratise data analysis and enhance organisational intelligence by empowering users at all levels with self-service capabilities and guided analytics. This initiative is designed to foster a data-driven culture, accelerate decision-making processes, and substantially increase operational efficiencies.

Scope of Service:

This comprehensive service offering includes the provisioning, configuration, and maintenance of Qlik Sense and Qlik View software systems. It covers licensing agreements, initial system setup, customisation to fit specific business processes, extensive user training programs, and ongoing technical support and system upgrades.

2. Service Components

Qlik Sense – Self Service Visualisation:

Provides an intuitive platform for users to independently create visual representations of data, enabling them to understand complex information quickly and make informed decisions.

Qlik View – Guided Analytics:

Delivers a more structured analytical exploration experience, guiding users through data insights via a predefined logical path, which enhances understanding and facilitates more informed decision-making.

Licensing Flexibility:

Offers a range of licensing options designed to accommodate organisations of different sizes and requirements, from small businesses to large enterprises.

Integration of Multiple Data Sources – Ensuring a Single Version of the Truth:

Integrates disparate data from multiple sources into a cohesive and comprehensible format, maintaining accuracy and consistency across the board.

Storyboarding – Crafting Interactive Data Narratives:

Allows users to create compelling, interactive stories with their data, supporting more impactful presentations and discussions.

KPI Dashboarding – Real-Time Performance Monitoring:

Enables the design and deployment of custom dashboards to monitor critical performance indicators in real time, providing instant visibility into business health.

User-Friendly Interface:

The platforms are designed to be intuitive and easy for end users to navigate, reducing the learning curve and increasing adoption rates across departments.

Mobility – Data Access on Any Device, Anywhere:

Supports a mobile-first approach, allowing users to access, analyse, and share data insights through smartphones and tablets, ensuring they have critical information at their fingertips, irrespective of their location.

Data Discovery – Unveiling Hidden Patterns and Opportunities:

Empowers users to explore vast datasets to uncover hidden patterns, detect trends, and identify data anomalies, which can lead to significant business opportunities.

Enhanced Reporting Capabilities – Nprinting:

Features advanced reporting tools such as Nprinting, which enable the creation of complex, detailed reports that can be scheduled or run on demand to support various business needs.

3. Service Delivery and Approach

Customised Delivery Model:

Our services are delivered using a hybrid model that combines the best of remote flexibility with on-site engagements, tailored specifically to each client's infrastructure and business requirements.

Proactive Service Management:

We offer proactive service management, including automated system monitoring, regular performance evaluations, and strategic improvements to ensure optimal functioning and satisfaction.

Comprehensive Onboarding and Transition Support:

Includes detailed planning and execution of onboarding processes for new clients and seamless transition support for clients moving from other systems, ensuring data integrity and continuity.

4. Performance and Service Levels

Comprehensive Key Performance Indicators (KPIs):

We monitor a broad range of KPIs, including system utilisation rates, data accuracy, user engagement levels, and overall system performance to continuously improve the service quality.

Robust Service Level Agreements (SLAs):

Our SLAs are comprehensive and cover detailed aspects of service delivery such as uptime guarantees, response times for user queries, and resolution timelines for technical issues, ensuring accountability and reliability.

5. Pricing Model

Scalable Fee Structure:

Our pricing model is designed to be flexible and scalable, accommodating changes in user numbers or functionalities as your business grows or evolves.

Comprehensive Volume Discounts:

We offer substantial discounts for bulk purchases and longer-term engagements, providing significant cost savings to larger organisations or those committing to extended service periods.

6. Data Protection and Privacy

Our commitment to data protection and privacy is unwavering. We adhere to stringent data security standards and regulations to ensure that all client data is managed securely and with the utmost confidentiality.

7. Detailed Engagement Process

Our engagement process is meticulously crafted to guide clients from initial consultation through customisation, deployment, and beyond, ensuring each phase is executed with precision and aligned with strategic business goals.

8. Further Information

For additional details or to arrange a consultation:

Contact Information: 01698 844 600

ask@kickict.co.uk

Website: kickict.co.uk

Delivering a strong, sustainable financial performance

The efforts of our highly skilled and talented team have been demonstrated through our continued year-on-year growth. We are transparent in sharing our financial performance, detailed below, to provide customers and stakeholders with the continued assurance in the strength and sustainability of our business model and suitability of Kick as your IT partner of choice.

2022/2023 Financials

£26m	£19.4m	£3.3m
+38%	+7%	+5%
Continued growth in turnover	Recurring revenue	Maintaining profitability
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Why Kick for Infor?

40 years

Delivering Infor and Pegasus applications

270 years

Combined experience

12,000

Globally supported users

Expertise

We are experts. Over 270 years of product expertise across our project management, consultation and support teams, providing Infor solutions to over 12,000 users.

Solutions

We work with the best. Provider of Infor and Pegasus applications for over 40 years, with unrivalled experience deploying the full spectrum of Infor enhancements from providers including Document Centric Solutions, Professional Advantage and Qlik applications that can be deployed to enhance your Infor platform.

Innovation

We provide next-generation services. Combining the latest Infor developments and releases with cloud-based delivery solutions utilising our state-of-the-art datacentre technology.

Accreditations

We have the badges. A leading UK reseller of Infor applications, a Pegasus Centre of Excellence Partner and Professional Advantage's Strategic Partner of the Year, we are committed to ensuring our people are educated and accredited, with customers able to access the expertise they need to develop their Infor solutions.

Strategy

We are here to help. Deploying a robust project delivery mechanism to ensure on budget and on time deployments, with a continued focus on working collaboratively with customers to deliver the financial technologies and business intelligence to support their strategic requirements.

Find out more by searching
'Kick Infor'

