

# AUTOMATION-FIRST IT MANAGED SERVICES

G-CLOUD 14 SERVICE  
DEFINITION DOCUMENT

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SPHERICA  
Automation-first IT



# ABOUT OUR SERVICE

We deliver fast and efficient issue resolutions and task our technical teams with automating IT processes wherever possible in order to reduce error-prone manual tasks, minimise and actively prevent system downtime, and deliver great customer experiences.

Our highly-rated support services are tailored to your needs. We design, implement and manage as much or as little of your IT infrastructure as you need, supporting your internal IT teams in providing the most secure, stable and fit-for-the-future IT operations.

As so many business operations and processes are now dependent on technology, the role of IT has changed. It needs to be central to business strategy in order for businesses to remain competitive. This is why we've developed a disruptive, automation-first approach to IT Managed Services that enables you to do more with less and optimise your technology investments. With IT investment aligned with your strategic goals, you can increase productivity, reduce cost inefficiencies and achieve better ways of working throughout your business.

At Spherica, we deliver "next generation" IT services by putting automation at the forefront of our day-to-day operations.

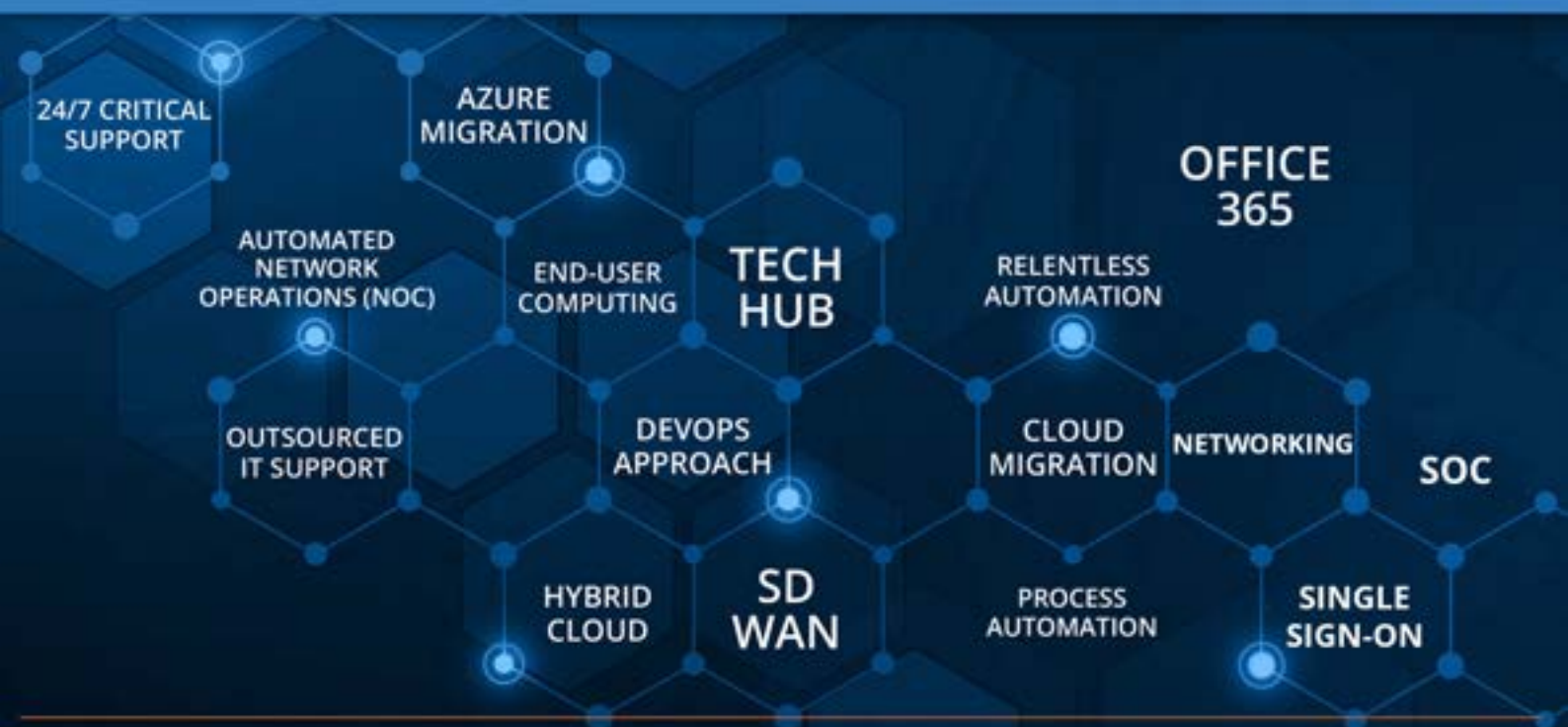


# CHANGING THE GAME

Traditionally, IT operations involve highly manual processes so are resource-heavy and costly to scale up. We are breaking the mould by delivering automated IT services that deliver a new level of process efficiency and enable businesses to scale at pace.

## Our innovative services deliver:

- IT strategies that have your business goals at the heart.
- Automated delivery of IT services to drive efficiency and reduce risk.
- Cutting-edge technology to transform operations. We can revolutionise the way your business runs, making it more agile, productive and fit for the future.



# BUSINESS-CHANGING MANAGED SERVICES

We have more than a decade of experience in delivering tailored, user-centric solutions for clients as diverse as Avanti West Coast, Poundland and the Wales Millennium Centre.

Our expert consultants will work with you to identify your needs and implement the most appropriate solution for your business goals. We can also call upon the services of our Digital Innovation Team where Intelligent Automation is appropriate to address the inefficiencies and barriers to innovation caused by disjointed systems, data sprawl and siloed working practices.



## END-USER COMPUTING

We deliver mission-critical EUC services that are perfectly aligned with your business strategy, infrastructure and culture, and which allow your team to work smarter. Our automation-first approach sees our team tasked with identifying opportunities to automate processes to increase productivity, reduce costs and deliver consistent end-user experiences. This strategy transforms IT Operations enabling you to do more with less.

- ✓ End User Lifecycle management
- ✓ Procurement

- ✓ Configuration
- ✓ Deployment

- ✓ Optimisation
- ✓ Tech Hubs



## CORE INFRASTRUCTURE TECHNOLOGY

We deliver exceptional IT infrastructure services that ensure your business is fit for the future. We have vast experience in migrating a variety of businesses to cloud technology stacks and delivering innovative process automation that make the business more efficient than ever. From SD-WAN to Azure migration, and everything in between, our automation-first approach to core technology services enables you to scale at pace and without the usual increases in IT costs.

- ✓ LAN, WAN, SD-WAN, WIFI
- ✓ Network Infrastructure

- ✓ IaaS, PaaS, IPaaS
- ✓ Cloud migration

- ✓ Office 365 & Azure
- ✓ Virtualisation







## MANAGED SERVICE DESK

Our innovative Service Desk solution is built with intelligent automation at its core because businesses need 1st line support solutions that deliver more with less. Our Managed Service Desk uniquely fuses people, technology and automation to deliver game-changing 1st line support services that increase the productivity and cost-efficiency of end-user support.

- ✓ User Lifecycle Management
- ✓ Problem Management
- ✓ Major Incident Management
- ✓ Ticket Management
- ✓ Change Management
- ✓ Single pane of glass



## IDENTITY AND ACCESS PROACTIVE MONITORING

Security is more complex than ever before as the number and sophistication of cloud applications are deployed and accessed beyond the boundaries of the business network. Couple this with the distributed workforce driven by the pandemic and automated identity and access provisioning processes are now essential. Our Identity and Access Management Services protect your business while enabling your workforce to work efficiently from anywhere.

- ✓ Automated user lifecycle access management
- ✓ 24/7 support
- ✓ License tracking
- ✓ Zero trust strategy
- ✓ Security



## NETWORK OPERATIONS MANAGEMENT

Our automation-first Network Operations Centre (NOC) management services simplify the complexity in modern IT environments to enable better business continuity. At the heart of our service is our innovative automated NOC solution, RoboNOC, that combines AIOps with intelligent automation to deliver the next-generation of network management.

✓ Automated NOC

✓ Hardware and software management

✓ Incident management

✓ Monitoring and alerting

✓ Reporting

✓ Proactive improvements



## SECURITY OPERATIONS MANAGEMENT

Our 24/7 Security Operations Centre monitors and detects any potential cybersecurity incidents in real-time, mitigating any risks and ensuring business continuity. With the implementation of our vulnerability detection system, monitoring and alerting of security threats are covered round-the-clock, with vulnerabilities addressed instantly and future threats mitigated.

✓ Threat detection and monitoring

✓ Incident response

✓ Risk management

✓ Enhanced visibility

✓ Threat intelligence

✓ Avoid costly downtime

# ASSESSMENT SERVICES

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Our Assessment Services provide insights into specific areas of your business, whether that's Network performance, Cloud infrastructure, WiFi connectivity, Firewalls or Security.

The services are designed to identify any potential impact, risks, or solutions, and to help organisations make informed decisions about their business operations.

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NETWORK ASSESSMENT  
SERVICE

Businesses heavily rely on their networks to function efficiently and effectively. However, ensuring that a network is secure, reliable and optimised for performance can be a complex task. This is where our Network Assessment Service can play a crucial role in the performance of your network infrastructure.

By conducting a comprehensive evaluation of your network and its components, you can gain valuable insights and make informed decisions regarding upgrades, security measures and capacity planning.



OPTIMISING BANDWIDTH



PREVENT DOWNTIME



PROACTIVE ISSUE  
RESOLUTION



SECURITY BREACH  
PREVENTION



EXTENDED EQUIPMENT  
LIFESPAN



COST EFFICIENCY



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[www.spherica.co.uk](http://www.spherica.co.uk)





### CLOUD COST OPTIMISATION

Our Cloud Cost Optimisation Service provides an insightful overview of your cloud infrastructure and enables you to maximize the value of your cloud investments by helping reduce costs, enhance performance and ensuring alignment with business objectives.

This light-touch engagement will provide actionable intelligence to help your business achieve greater efficiency, agility and cost-effectiveness in your cloud operations.

- ✓ REDUCE CLOUD COSTS
- ✓ PERFORMANCE OPTIMISATION
- ✓ IDENTIFY UNNECESSARY SERVICES
- ✓ INCREASED AGILITY
- ✓ OPTIMISE CLOUD SERVICE COST
- ✓ SCALABILITY OF RESOURCES



### WIFI ASSESSMENT SERVICES

Evaluating and optimising your wireless network infrastructure will help to provide optimal performance, coverage and security.

By conducting a thorough assessment of your WiFi, our Assessment Service can help to improve connectivity, enhance performance and ensure a seamless user experience.

- ✓ SEAMLESS CONNECTIVITY
- ✓ IMPROVED COVERAGE
- ✓ ENHANCED USER EXPERIENCE
- ✓ INTERFERENCE DETECTION
- ✓ GREATER SECURITY
- ✓ ROAMING ANALYSIS







## CYBER RISK ASSESSMENT

With cyber attacks becoming increasingly more prevalent and sophisticated, risk assessments should be a priority for all organisations.

Our Cyber Risk Assessment will evaluate your digital infrastructure and identify any potential vulnerabilities, threats and weaknesses, helping to proactively mitigate and manage cybersecurity risks.

- ✓ DISCOVER UNKNOWN THREATS
- ✓ SAFEGUARD YOUR ASSETS
- ✓ AVOID REPUTATIONAL DAMAGES
- ✓ INCIDENT PREPAREDNESS
- ✓ IMPROVE AND VALIDATE CYBER SECURITY
- ✓ SUPPLY CHAIN VISIBILITY



## FIREWALL ASSESSMENT SERVICE

Our Firewall Assessment Service evaluates your security infrastructure's ability to detect sophisticated attacks and handle increased traffic from cloud storage, data analytics and web usage.

The assessment will provide a health check for your network security and offer an insight into your firewall infrastructure.

- ✓ OPTIMISE FIREWALL ARCHITECTURE
- ✓ MALWARE / BOTNETS DETECTION
- ✓ ACHIEVE CYBER CERTIFICATIONS
- ✓ IDENTIFICATION OF FIREWALLS REACHING EOL
- ✓ REDUCE RISK OF CYBER THREATS
- ✓ IDENTIFY GAPS IN SECURITY



# TRANSFORMATIVE PROFESSIONAL SERVICES

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Whether you're starting out on a modernisation project or are looking to optimise the network technology you have in place, our professional services cater for every phase of your requirements. We have over a decade of experience in delivering professional services that align your technology strategy with your long-term strategic goals and bridge the gap between your team and the technology and processes they use to do their jobs.

We will support you in optimising your IT investments and addressing specific projects, pain points or problems, including strategically planning for your future growth.

## AUTOMATION STRATEGY

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AI and intelligent automation are the hottest topics in the world of IT, but many businesses don't know where to start with their automation strategy. Our automation professional services make it easy to get your strategy right first time. Whatever your project or pain point, we take a holistic view of your IT infrastructure and carefully assess how we can integrate systems and automate processes to enhance IT operations and meet the current and future needs of the business. We uniquely fuse people, processes and technology to transform ways of working for a more sustainable future.



Automation  
consultancy



Strategy and  
process design



Expert implementation  
and support



# CLOUD ARCHITECTURE

Identifying a cloud strategy can be difficult when there are a myriad of providers and you're still in the process of identifying how this digital transformation will work for you.

With the right cloud strategy, you'll quickly benefit from significant cost savings and operational efficiencies. As a platform-agnostic provider, we are experts in identifying the best solutions to migrate traditional on-site solutions to the cloud. We comprehensively plan and carefully implement the migration to cloud and hybrid environments so there is as little impact as possible on business as usual.



Expert consultancy



Cloud migration



Transformation support

# IDENTITY ARCHITECTURE

As businesses become more digitalised and workforces are increasingly more distributed, businesses need a robust identity and access architecture to ensure the business, vital data and employees are protected.

We work with you to deliver an identity architecture that delivers the highest level of security while enabling the flexibility your teams need to get work done.



Identity and access consultancy



Secure access implementation



Ongoing support

# NETWORK ARCHITECTURE & MODERNISATION

We not only help to benchmark and optimise your current network, but we also architect network solutions that have your business goals at the heart, ensuring your investment in IT modernisation is optimised.



Architecture consultancy



Optimised network protection



Enhanced business continuity



# ONBOARDING & TRANSITIONING TO SPHERICA SUPPORT

Our number one goal when transitioning to Spherica support is to ensure the IT service is stable, with no disruption to business operations or IT users. In the delivery phase (design, build and testing) our experienced transition team will build out the IT service to meet the specific requirements of our clients, including defining the support matrix, resource training plans and deployment of tools. During this phase, the transition team will also be tasked with introducing evolutionary enhancements to the service with the aim of ensuring "things that should just work", do work.

Finally, the cutover and go-live phase of the project will ensure that all knowledge and best practices gathered in previous phases are applied to all activities, ensuring that the final transition from the current incumbent happens as seamlessly as possible.

## OUR IMPLEMENTATION AND TRANSITION PLAN

The following table provides outline stages, milestones and deliverables. These can be delivered on-premise or remotely, dependant on the requirement

Stage 1 DISCOVERY & PLANNING	Stage 2 DESIGN & BUILD	Stage 3 CUTOVER & GO-LIVE
<ul style="list-style-type: none"><li>• Key contact &amp; site information gathered</li><li>• Project Risks log created</li><li>• Project Initiation Document (PID) signed off</li><li>• Project Kick-Off workshop</li><li>• Device build, software, hardware, cloud and infrastructure processes complete</li></ul>	<ul style="list-style-type: none"><li>• Service model established</li><li>• Systems monitoring reviewed and in place</li><li>• Automation platforms reviewed and tested</li><li>• Knowledge articles created</li><li>• Service testing complete</li></ul>	<ul style="list-style-type: none"><li>• Comms plan established</li><li>• Knowledge transfer</li><li>• Service goes live</li><li>• Post go-live reviews</li><li>• Service monitoring and reporting complete</li><li>• Lessons learnt review complete</li><li>• Service fully transitioned</li></ul>





# SAFEGUARDING KNOWLEDGE TRANSFER

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Spherica will continuously capture knowledge throughout the delivery and completion phases. Each member of the Spherica team will:

- Be responsible for obtaining information specific to their area
- Reach out to appropriate stakeholders to obtain information required to create and/or update existing knowledge
- Seek existing documentation and review whether it is still valid or requires updating
- Identify areas where knowledge is not available or does not exist
- Maintain a "Knowledge Log" to track the progress of the points above.

## OFFBOARDING PROCESSES

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As part of the offboarding process a detailed exit plan will be provided, if required, to detail the steps that would be carried out to ensure the smooth transition of services if the contract with the customer comes to an end. We will help mitigate against any disruption to the service during the transition period.

All customer data will be deleted in line with best practice and as agreed with the customer.

We strive to work transparently and professionally at all times and make the interests of the customer and users the priority.

## BACKUP, RESTORE, DISASTER RECOVERY & BUSINESS CONTINUITY

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We offer a range of options for back up and disaster recovery and design our solutions to meet customers' needs on a case by case basis. A business continuity plan can be provided if required. This shall set out the arrangements to be invoked in the event of an actual or perceived threat to business continuity, to ensure continued operation and continuity of the services provided. In the unlikely event of a disaster scenario, we are able to quickly recover information assets, replace physical assets and continue to deliver our service with minimal disruption. Our teams are agile and fully prepared for remote working.

# SERVICE LEVELS

Our incident response times will be defined with the customer depending on the criticality and severity of the systems and solutions being supported. The below table gives an example of typical response times.

PRIORITY CLASS	PRIORITY DEFINITION	HOURS OF SUPPORT	RESPONSE SLA	RESOLUTION SLA
P1	Supplier Service or underpinning service unusable across all sites; Brand or Revenue significantly impacted	24 x 7 x 365	15 mins	2 Hours
P2	Supplier Service or underpinning service functionality reduced on a single site; Brand or Revenue partially impacted	24 x 7 x 365	30 mins	4 Hours
P3	Supplier Service or underpinning service impacted in part of a site or single customer; Brand or Revenue not impacted	08:00-18:00 (Mon-Fri)	1 Hour	8 Hours
P4	No impact or cosmetic impact to Service functionality, performance, customers, brand or revenue	08:00-18:00 (Mon-Fri)	2 Hours	3 Business Days

Some SLAs will attract service credits if the target is missed. This will be pre-agreed with the customer.

## SUPPORT TIMES

Our support service is tailored to customers' needs and is available 24x7x365.

## SERVICE CONSTRAINTS

In the unlikely event there are constraints to the service we can provide, these will be defined in advance within the scope of the customer's requirements.



# PRICING

Here is an illustration of our day rates, which vary depending on the skills and experience required. We also offer volume discounts and tailored pricing models on agreement. Rates are exclusive of VAT at the prevailing rate.

ROLE	PRICE
Technical Architect	£1100
Technical Consultant	£900
Network Engineer	£800
Service Delivery Manager	£750
Project Manager	£750
Business Analyst	£750

## SALES & POST-SALES SUPPORT FAQ'S

### HOW DO YOU ACCEPT ORDERS?

Orders can be accepted with a valid Purchase Order and/or signed contract by email.

### WHAT IS THE INVOICING PROCESS?

Invoices are submitted by email on completion of projects, supply of good or at agreed milestones.

### WHAT IS YOUR AFTER-SALES SUPPORT?

Clients are allocated a relationship account manager or service delivery manager to manage the relationship between the organisations.

### HOW CAN AGREEMENTS BE TERMINATED?

Contracts can be terminated in writing subject to the terms of the contract.





#### MCCOLL'S RETAIL

**" With their thoroughness in making technical recommendations, genuine ownership of projects and refreshing levels of responsiveness, Spherica have really impressed us. "**

*Neil Hodge | IT Director, McColl's*



#### WALES MILLENNIUM CENTRE

**" Spherica carefully tailored the project to our specific requirements and delivered a robust strategy that made a huge difference to our service. "**

*Mat Milsom | Managing Director,  
Wales Millennium Centre*



#### AVANTI WEST COAST

**" The value of having a team like Spherica manage the IT Operations is priceless. They immerse themselves in our business and allow us to work in partnership to keep the lights on, make them shine brighter through innovation and enable future plans to be leaders in the use of technology."**

*Barj Duhra | Head of Technology Services & Support*

## BEST-OF-BREED PARTNERS

We work in partnership with a select network of best-of breed vendors to deliver tailored, high quality IT services to make your business faster, better and stronger!







Scan this QR code  
to see our engaging  
explainer video.

Crown  
Commercial  
Service  
*Supplier*

## Get In Touch



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Organisation