



**A2Z Software Solutions Limited**

**Consultancy Service Definition**

## **Introduction**

### **Company Overview**

A2Z Software Solutions Limited, headquartered in the UK, specializes in delivering cyber resilience services tailored for intricate public sector entities. Focused on discovery and transformation initiatives, we prioritize your needs at every stage. Our approach is versatile, drawing from a range of methodologies such as Prince 2, Waterfall, Scrum, Agile, and ITIL, all informed by our extensive experience with the GDS Service manual. Our teams adapt their expertise to align seamlessly with your preferred working style.

### **Social Value**

Social value holds immense significance for A2Z Software Solutions Limited. Beyond mere goals and targets, we actively engage in our client communities. Aligned with your aspirations regarding Volunteering, Employability, Family Support, Mental Health, and First Call initiatives, we at A2Z Software Solutions Limited prioritize the first four internally for our staff. We place a strong emphasis on Diversity and Inclusion (D&I) Strategy and Support for both our staff and clients. This includes providing ongoing Mental Health support for our teams, facilitating open discussions, and offering coping strategies. Through open forums for D&I, we encourage our colleagues to share experiences and ideas for enhancing the workplace environment and fostering better client engagement and interaction. Our internal groups are dedicated to promoting inclusion and diversity across all aspects of our operations.

**Fighting Climate Change** – Our policy objectives encompass responsible environmental stewardship, encompassing initiatives such as:

- Striving for net zero emissions
- Collaborating with our supply chain to promote environmental advantages and advance towards net zero, with a focus on renewable energy
- Undertaking activities aimed at enriching the natural environment, fostering green spaces, and enhancing air quality within the vicinity of our contracts.

- Providing training and educational resources to both staff and our supply chain on environmental conservation and sustainable resource management.

## **Overview of the G-Cloud Service**

A2Z Software Solutions Limited offers cyber resilience services tailored for intricate public sector organizations. Given the critical nature of public sector operations, we prioritize pragmatic protection, offering clear, supportive, and attentive solutions in straightforward language. Our values revolve around clarity, vigilance, empathy, and effectiveness, aiming to assist you in safeguarding your crucial assets and data.

We are dedicated to aiding you and your organization in achieving compliance with The Cyber Assessment Framework (CAF), which offers guidance to organizations overseeing vital services and activities.

## **Skills**

A2Z Software Solutions Limited is committed to assisting you in enhancing your organization's cyber skills, focusing on the specific areas you identify as needing improvement. Whether these needs arise from risk management assessments conducted by either party or from incidents that occur, we stand ready to provide support and guidance tailored to your requirements.

## **Consultancy**

We offer top-notch, practical experts to assist you with all your cyber security requirements, whether it's specialized subject matter expertise or general consultancy.

## **Service features include:**

- Cost-effectiveness
- Experience in Public Sector delivery
- Stakeholder management with a focus on governance
- Technical proficiency (Subject Matter Expertise)
- Extensive Cyber Security background
- Implementation of industry best practices
- Objective assessment
- Certified

- Targeted

**Service Benefits:**

- Client Confidence
- Assurance
- Impartial Methodology
- Reliability and efficacy
- Established and Reliable
- Holistic Organizational Perspective

**Our unique value proposition:**

- Our history demonstrates success in constructing secure-by-design programs.
- Our skilled team possesses the latest strategic and technical cyber security expertise.
- We employ a well-established proprietary process that simplifies public sector cyber security.
- Our expertise lies in effectively navigating public sector governance.
- We approach our work empathetically, prioritizing stakeholder understanding.
- We are a consultancy tailored precisely to meet your requirements.

**2. Data Protection****Information Assurance**

A2Z Software Solutions Limited holds ISO 27001 certification and is committed to maintaining Cyber Essentials compliance. Our team members possess diverse skills and qualifications across information security and solution domains. These certifications, coupled with our experience in adhering to ISO 9000, Sarbanes Oxley, PSN, and GDPR/Data

Protection Act standards, instil confidence in our clients. They trust us to effectively manage information in accordance with both internal policies and external best practices.

### **Data Back-Up and Restoration**

As this document is publicly available, we can furnish the aforementioned detailed information upon request for business security purposes. Rest assured, all data managed by A2Z Software Solutions Limited is safeguarded, resilient, and capable of recovery.

### **Privacy by Design**

A2Z Software Solutions Limited adheres to a "Secure by Design" methodology, in line with the legal obligations outlined in the EU General Data Protection Regulations (GDPR), specifically Privacy by Design principles. Ensuring the protection of individuals' data is integrated from the inception of technology/service design. A2Z Software Solutions Limited proactively addresses this requirement by conducting privacy impact assessments from the earliest stages of development.

## **3. Using the service**

### **Ordering and Invoicing**

We offer flexibility in our ordering and invoicing procedures, capable of meeting diverse requirements in this domain. With our extensive experience handling various invoice formats, we tailor our processes to align with each specific contract. Typically, we require a purchase order for each task, against which invoices are issued through our accounts receivable department.

## **4. Provision of the service**

### **Customer Responsibilities**

To facilitate or validate security clearance, where required of A2Z Software Solutions Limited specialists in accordance with requirements. To ensure required resource availability and permissions are available to the A2Z Software Solutions Limited team.

### **Technical Requirements and Client-Side Requirements**

Any technical requirements will be discussed as part of the discovery phase / detailed project plan for each project or programme of work.

**Development life cycle of the solution**

A2Z Software Solutions Limited utilise a variety of methodologies depending on the project requirements, including but not limited to: Prince 2, Waterfall, Scrum, Agile, ITIL, all of which are underpinned with experience of the GDS Service manual. Our teams utilise their expertise against your preferred style of working.

**After-sales Account Management**

For our professional services, A2Z Software Solutions Limited provides a variety of after sales support which includes a host of MI & reporting, as well as on and offboarding protocols.

**Termination Process**

Our Ts&Cs in relation to this service have been attached and in line with the Ts&Cs within the GDS framework for the Digital Marketplace.