SERVICEKEY

G-Cloud 14

Service Definition Document

innovate.control.evolve.

ServiceKey Offering

Adobe Document Cloud

Everything you need to make work happen

- Adobe Document Cloud: the only productivity solution that integrates Adobe's pioneering PDF technology with the Acrobat and Acrobat Sign apps to deliver 100% digital experiences to employees and customers.

- Adobe Document Cloud solutions include Adobe Acrobat, Acrobat Sign, and web and mobile apps and services that enable your organisation to engage on any device or platform

Service Features

- Integrate seamlessly with your existing processes and systems.

- Access, edit, and store files directly in Microsoft OneDrive, Google Drive, Box, or Dropbox while working in Acrobat on desktop or mobile.

- Securely share PDF files online and collaborate with team members on a single digital document in real time.

- View and work on PDFs anywhere, anytime, on any device, including macOS, Windows, iOS, and Android

Service Benefits

- Boost team productivity and collaboration.

- Work more efficiently in Microsoft applications.

- Add e-signatures to digital document workflows.

- Simplify licensing, deployment, and purchasing.

- Get advanced technical support 24 hours a day via phone, email, or chat.

SERVICEKEY

ServiceKey Offering

Designed for creativity. Built for business.

- Adobe Creative Cloud: Get the apps and services you need for all kinds of creative work, from photography and graphic design to video, UI/UX and social media.

Adobe Creative Cloud

Service Features

- Get 20+ creative apps, including Photoshop and Acrobat Pro,

- Generative AI features powered by Adobe Firefly

- Administration tools

- 24x7 tech support from Adobe specialists

- Business integrations to keep your work progressing

- Ability to access team libraries

Service Benefits

- Step-by-step tutorials

- 20,000+ fonts

- Libraries to gather and share logos, fonts, images and more

- Your own customisable website

- Inspiration, job postings and a place to showcase your work

- Instant access to the latest features

- 100 GB of cloud storage

- 1000 monthly generative credits

SERVICEKEY

ServiceKey Offering

Dropbox for Teams

Connect Your Business

- **Dropbox for teams helps you bridge the gaps between teams and their stakeholders located anywhere, centralise creatives, collaborate on video, and deliver final projects.**

Service Features

- Collaborate on stored content
- Put your content to work
- Safeguard your content
- End-to-end content management platform
- Gain insights on shared content and maintain control from a central dashboard.

Service Benefits

- Store and organise content(5 TB/licence)
- Share and exchange feedback
- Accelerate every change with ease
- Control content visibility with external sharing reporting
- Enable remote collaboration while protecting all content that is created, shared and signed.

SERVICEKEY

ServiceKey Offering

Connect Your Business

- DocSend is a secure sharing platform that lets users send, track, control and execute critical documents with a single link, allowing you to securely manage content, collaborate with anyone, and keep your teams on track in a single plan.

Dropbox DocSend

Service Features

- Increase security, control file downloads, and turn off access anytime.

- Be prepared in advance for your next meeting with real-time intelligence from your documents.

- Update a file even after hitting send. And everyone automatically has the latest version.

Service Benefits

- Prioritise the right deals.

- Get notified when your documents are opened.

- Execute smarter sales cycles effectively.

- Perfectly craft closing strategies based on your prospective clients' interests.

- Protect sensitive documents.

- Avoid having important documents from getting into the wrong hands.

SERVICEKEY

ServiceKey Offering

Dropbox Sign

Connect Your Business

- Dropbox Sign allows users to electronically request and add legally valid signatures to any document and track the status of signatures as needed, combining the best of Dropbox into a secure, end-to-end content management platform.

Service Features

- For efficient teams and business owners, Dropbox Sign increases organisation, data accuracy, security, and speed to signing so they can focus on closing deals and crushing revenue goals.

- Easy-to-use workflows built for speed and efficiency enable you to spend time nurturing stakeholder relationships

- Gain access to various Dropbox tools:
    - Dropbox Sign
    - Dropbox Sign API
    - Dropbox Forms
    - Dropbox Fax

Service Benefits

- Unlimited legally binding eSignatures

- Robust security, audit trails, tamper-proof documents

- Pre-generated and customisable templates

- Integrations to other tooling

- Conditional workflows to increase efficiencies

- Access from anywhere

SERVICEKEY

ServiceKey Offering

Microsoft 365 Business Services

Build your business

- Boost productivity and security with Microsoft 365 Business.

- Adapt to the hybrid work era and protect against cyber threats.

- Work the way you want, almost anywhere, with always up-to-date desktop, mobile, and web versions of Word, Excel, PowerPoint, and Outlook, along with business intelligence tools to help run and grow your business.

Service Features

- Receive monthly Updates

- Create self-serve Business Intelligence

- 1 TB Secure Cloud Storage with OneDrive

- Access Microsoft 365 anywhere on the Web

- Access collaborative tools on multiple Devices

- Full M365 planning and enablement service

- M365 Business Case development and support

Service Benefits

- Enhanced enterprise level security

- Enhanced productivity across teams

- Centralised device management

- Improved data governance across the business

- Simplifies IT infrastructure and management

- Cloud based – offering excellent operational flexibility

- Clear deployment timelines

SERVICEKEY

ServiceKey Offering

Dynamics 365 Business Services – ERP

Build your business

- Dynamics 365 applications are made to work together—and with your existing systems—for a comprehensive solution that connects your entire business.

- Finance & Operations (ERP):
  - Business Central
  - Finance
  - Supply Chain
  - Human Resources
  - Project Operations
  - Field Service

- Utilise the Microsoft Power Platform tools to enhance business efficiencies and insight

Service Features

- Make timely decisions to drive growth and develop agility with real-time reporting, embedded analytics.

- Deliver projects on time and on budget by bringing your teams together using a single application.

- Empower your people to be more productive, meet changing demands, and deliver compelling HR programs.

- Use AI for precise demand forecasting, informed demand planning, and dynamic scenario simulations.

- Enhance resilience with multi-sourcing policies, risk assessments, and seamless supplier onboarding.

- Realise smart factory potential with sensor data intelligence and mixed reality.

- View, schedule ,and carry out work orders for assets with an intuitive mobile app for asset management.

Service Benefits

- Drive more revenue by connecting sales and marketing
  - Get increased visibility into customer needs.
  - Lead customers down the pipeline faster and close more deals.
  - Streamline processes and coach sellers.

- Reimagine the way you deliver customer service
  - Personalise service experiences.
  - Elevate employee effectiveness.
  - Optimise service operations

- Cut costs and development time with low-code tools.
  - Automate everything possible
  - Build model-driven apps faster
  - Streamline security and governance

SERVICEKEY

ServiceKey Offering

Dynamics 365 Business Services – CRM

Build your business

- Dynamics 365 applications are made to work together—and with your existing systems—for a comprehensive solution that connects your entire business.

- Customer Engagement (CRM):
  - Sales
  - Customer Journey
  - Customer Insights
  - Customer Service

- Utilise the Microsoft Power Platform tools to enhance business efficiencies and insight

Service Features

- Boost sales by empowering sellers with real-time actionable insights and powerful productivity tools.

- Improve seller productivity with AI-powered opportunity scoring and automated data capture and task assistance—in the flow of work.

- Engage with customers in the right way—and at the right time

- Give customers the freedom to engage with your service agents on any channel they prefer.

- Quickly verify customer identities using personalised voice and behavioural recognition.

Service Benefits

- Drive more revenue by connecting sales and marketing
  - Get increased visibility into customer needs.
  - Lead customers down the pipeline faster and close more deals.
  - Streamline processes and coach sellers.

- Reimagine the way you deliver customer service
  - Personalise service experiences.
  - Elevate employee effectiveness.
  - Optimise service operations

- Cut costs and development time with low-code tools.
  - Automate everything possible
  - Build model-driven apps faster
 - Streamline security and governance

SERVICEKEY

Microsoft Solutions – Additional Services

Planning & Migration

- We provide support in the creation of Microsoft solutions business case development, value realisation.

- Defined cloud readiness strategy to meet organisational objectives.

- Well defined dependencies and risks identified to ensure project deliverable timelines are met.

- Provide structured ways of working for post-migration service; via mail, network, cloud vendor, etc.
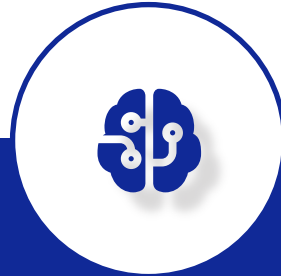
Training

- Provision of virtual or in person training workshops to build understanding of cloud capabilities; available to varying level of stakeholders.

- Delivery of Change Management practices, sharing communication approaches to better business adoption.

- Creation of Communities of Practice to build subject matter expertise within the organisation.

- Executive level briefing and training offered.

Ongoing Support

- End-to-end support for Microsoft solutions applications and user, available during agreed business support hours.

- Support processes aligned to ITIL framework, to ensure maximum support levels are ensured.

- Proactive maintenance, updates and through life cost optimization for cloud services – maximum value for money offering.

- Upskilling of IT staff to meet organisational demands and adoption.

SERVICEKEY

ServiceKey Offering

Reinvent your business for success in the modern era

- ServiceKey provide a holistic approach to digital strategy development, engaging all areas of the business to to align visons, attitudes and capabilities. To ensure maximum value is realised.

- We support the cocreation of a cross functional roadmap to best solve the current and expected challenges faced by the business.

- Once challenges are understood and planned for, we support and coach leaders in deploying their new digital strategy, focusing on the change, transformational and the operational hurdles, that block these new goals.

Digital Strategy:
Develop & Deploy with ServiceKey

Service Features

- Problem discovery and business benchmarking exercises.

- Collation of business strategies and unification to improve return on investment.

- Gap analysis and technical readiness for cloud, intelligence and automation technologies across the business

- Strategic planning, coaching and deployment with business leaders

- Support to team at all levels of seniority and responsibility to coach culture and behavioural changes

Service Benefits

- Creation of a unified vision for change within the business

- User-centric design and engagement to maximise support of new digital strategy

- Assessment of new and emerging technologies for adoption

- Industry wide benchmarking

- Coaching and training to all levels within the business

- Faster time to value for larger strategic initiatives

- Digital roadmap and priorities for better use of available funding for change

SERVICEKEY

ServiceKey Offering

ServiceKey Perpetual Innovation®

Transform the way your Business Innovates

- The ServiceKey Perpetual Innovation® Tool consists of 3 key components that guide you through our end-to-end Innovation Process:
  - Understand
  - Solutionise
  - Communicate

Service Features

- Consisting of an Understanding Assistant to support project discovery

- Solution Concept Development Tool to provide multiple solution possibilities

- Business Case & Proposal Generator, reducing the time to make informed decisions

- AI-assisted tooling ensures that the Human is always in the loop, reducing time to value while maintaining good governance

- Increase efficiency in the innovation space to transform the way your business thinks

- Discovery conducted in workshop environment, using well defined, industry recognised tools and processes

Service Benefits

- Define value quicker

- Accelerated route to value

- Create holistic understanding of your business process and how to reinvent them

- Create prototypes quicker to test new solutions with stakeholders

- Drive partnerships internally and externally through new ways of collaboration

- Helps to eliminate procrastination within the business

SERVICEKEY

ServiceKey Offering

Outcome Based Design®

Realise better Outcomes quicker

- The ServiceKey Outcome Based Design® Tool provides the assurance that Customer Needs are continually being met.

- OBD tool then captures meaningful measurements of real-world solution implementations and compares them to predicted outcomes to better inform future solution iterations.

Service Features

- ServiceKey proprietary Outcome Simulator to assess value quicker.

- ServiceKey proprietary Effectiveness Calculator to measure fit of proposed solution.

- Perpetual feedback loops to ensure defined value is increased and realised.

- Solution effectiveness evaluated prior to deployment, providing security for business investment.

- Iterative development for evolving requirements, providing ongoing development and success when dealing with business/customer needs.

Service Benefits

- Outcomes that support business objectives

- Collaboration driven through the business

- End-to-end understanding of business process and enabling technology

- Proven cost savings through implementation

- Self-generating Business Cases

- Skills gaps addressed across enterprise

SERVICEKEY

ServiceKey Offering

Enterprise Design and Planning

Enterprise Design made easy

- The ServiceKey approach to Enterprise Design encompasses early lifecycle innovation, continuous improvement, and a consistent, information-led approach to the development process

- ServiceKey strive to cultivate a culture of informed and empowered individuals.

Service Features

- Cloud discovery and business readiness assessment

- Digital technology roadmap creation and coordination – cross-business

- Benefit realisation calculation and reduced realisation timelines

- Enterprise level design schedule and planning tool

- Culture driven change and support networks coaching for quicker adoption

- Inclusive of stakeholders at all business level and seniority, training available to all

Service Benefits

- Customer journey mapping to cover all enterprise touch points

- Clearly defined enterprise benefits

- Improved understanding of business dependencies and risks

- In-depth comparison of current and future states, so there are no hidden costs

- Stakeholder empowerment

- Enhanced decision making across the business

SERVICEKEY

ServiceKey Offering

Managed Microsoft Services

Peace of mind in IT

- Let ServiceKey support your business, by allowing us to provide hassle free design and management of your Microsoft operations, meaning you can focus on other priorities.

- Gain the support of experts to enhance business planning and operations

Service Features

- Find the right fit for your IT support model

- Platform agnostic support

- Performance guaranteed with service level agreements

- Make the most of your IT lifecycle

- Real time support to your business

- Control your costs, maximise performance

- Integrated business case support

- Provided Services: Capacity, Change, Incident, Release & User Management

Service Benefits

- Get the best of cloud native tools

- Reduce business downtime

- Get the most from your tooling

- Receive a unified approach to support

- Optimised network performance

- Increased employee satisfaction

- Streamline future software purchasing

- Enhance software adoption

SERVICEKEY

ServiceKey Offering

Agile Transformation

Transform the way you deliver

- Let ServiceKey support your business in your Agile Transformation.

- Our experienced team will support your deployment of best practice agile methodologies across your business, transforming the way you operate and deliver value.

Service Features

- Delivery of Agile coaching for business leaders or teams

- Culture driven change practice to ensure successful adoption of Agile practices

- Scrum Master deployment to teams

- Product Owner deployment to support teams

- Sprint planning support

- Training of teams to adopt better agile practice within the business

Service Benefits

- Defined management and monitoring process and tools

- Reduced risk or delay to project when appropriately supported

- Knowledge transfer for team for best practice Agile teams

- Embedding within teams for greater support and coaching

SERVICEKEY

ServiceKey Offering

Business Transformation

Transform your Business

- Our team have been at the forefront of service transformation over the last decade, working with Customers to develop innovative solutions to complex problems, saving our Customers millions of pounds in expenditure.

Service Features

- Full review of business processes and workflows

- Creation of optimised end state, delivered in iterative manor

- Creation of Centre of Excellence (CoE) practice

- Outcome aligned to critical success factors

- Revised business architecture design

Service Benefits

- Decreased time to value

- Reduced time to stakeholder satisfaction

- Continuous process improvement and intervention

- Key stakeholders engaged throughout

- Wider business engagement and support

- Faster adoption of change and business transformation

SERVICEKEY

ServiceKey Offering

Change Management Adoption

Master the art of Change Adoption

- Our approach to change management involves helping you to navigate change by leveraging data and insights, monitoring the effects of change initiatives, and facilitating informed decision-making processes.

- We are positioned to support your business through cloud adoption and other change initiatives to realise business value quicker.

Service Features

- Change readiness workshop with business leaders

- Business wide engagement sessions to gauge desire to support change

- Structured training to enable change advocates

- Communications planning and networking

- Prosci ADKAR certified change practitioner support

Service Benefits

- Ways of working documentation and agreement

- Established governance model for future change initiatives

- User Research and Analysis for business stakeholders

- Communication and training of established change management best practices

- Tailored processes to meet changing requirements or architecture of varying cloud technologies

SERVICEKEY

ServiceKey Offering

Outcome Driven Continuous Improvement

Operate like the best

- Our approach to CI focuses on the recognition of evolution as an ongoing process.

- We help you stay ahead by keeping you informed about the latest trends, best practice and technologies in your field

Service Features

- Master your processes with a full business deployment of Lean Awareness

- Map your stakeholder and data journeys with value stream mapping exercises

- Waste identification exercises

- Rapid improvement event identification, planning and deployment

- Master process variability with an introduction to Six Sigma practices

- Training delivered to different skill levels and requirements

Service Benefits

- Delivered by experienced Lean Six Sigma practitioners

- Create flexibility within your organisation to do more

- Upskilling of team across the organisation

- Cross functional awareness for additional savings through life

- Establish a CI culture within continual learning and development opportunities

SERVICEKEY

ServiceKey Offering

Programme & Project Management

Operate like the best

- Provide the right support to your organisation with the deployment of ServiceKey Programme or Project Management professional.

- Gain control of your portfolio with the help of ServiceKey. We provide experienced PMs to deliver your IT and Cloud projects efficiently and within budget.

Service Features

- Delivery of end-to-end project plan, delivered on time to high standard

- Application of trusted project management styles, available as either traditional or agile methodologies

- Support in developing robust programme governance

- Ability to develop PMO capabilities and lead within the project organisation

- Ownership of reporting to all levels of programme and business

- Assessment of assumptions, dependencies, issues and risks

Service Benefits

- Project support and effectiveness to deliver on time

- Strategic planning support and instruction to teams

- Project and Programme leadership

- Reduced time to deliver

- Optimised project spend and planning

- Clarity in published project documentation

- Regular review with ServiceKey leadership team

- Red Team support to assess business challenges and solutions

SERVICEKEY