



G-Cloud 14 - Service Definition Document

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Welcome

Thank you for considering Agile Tech Services (ATS)

As an established, dynamic and growing SME technology consultancy, Agile Tech Services has experience of working with partners across all tiers of government and within highly regulated industries to deliver successful outcomes across Central Government and Defence across the Digital, Data and Technology (DDaT) Capability Framework.

Our service catalogue continues to evolve and include a wider range of niche technologists delivering in an Agile manner to support our customers in achieving successful outcomes from their cloud and digital initiatives.

Our capability for delivering high-calibre cloud data technical resources, is how we are best known, but that isn't our sole focus. We successfully design and architecture resources and Management resources including analysis, planning, strategy and delivery and related functions.

Our vast experience in data disciplines, underpinned by exceptional levels of industry knowledge combines with our agility that allows us rapidly scale to hit the ground running and deliver within the digital projects, programmes, and portfolios to which we are assigned.

About our Teams

Our business model in simple terms is to provide the best expertise to support your organisation. Our teams consist of a network of consultants who are all in the top quartile in terms of both technical delivery capability and consulting capability when it comes to managing client relationships and have either excelled in work with us or we can evidence excellence in their recent history. This diverse range of talented, highly qualified, and driven people are trained in a multitude of technologies and/or recognised management techniques.

As an SME bearing the name Agile Tech Services it won't come as a surprise that we pride ourselves on our ability to be agile and flexible – our 'can do' attitude is core to our company and in our people. Our client retention is extremely high and this is due to our client-centric approach and the quality of our people. We always look to embed ourselves as part of your team or service, working both for you and alongside you, utilising our ability to integrate and adapt, that has been the bedrock of our success so far. We understand how to implement the right processes, when to adapt them, and when to try something new, so that we can deliver effective and efficient solutions tailored to the specific demands of the requirements.

As a client you can expect a partner able to rapidly respond and scale in resource peaks to deliver the resource you need when and where its needed. Our customers know we never shy away from a challenge, they know we'll work hard to make sure deadlines are met on time and to budget. In essence, they trust us to deliver.

If you need niche technical support, design and architectural expertise or management and delivery experts able to implement digital strategy, leadership, advice, or support solutions, please get in touch.

Core Capabilities

Our services include niche technical consultants, design and architectural experts in addition to management and delivery experts



Data Platforms & Engineering

Our consultants in this area often work heavily in Cloud Platform adoption particularly in Azure, AWS and GCP. Data Engineering, Data Warehousing, DevOps & DataOps platforms and technologies form the cornerstone. Whilst technical capability is paramount in this area, our people work closely with customers to ensure delivery and adoption of technology implemented.

Visualisation, Analytics & Insight

This broad specialism of Business Intelligence roles includes Data Science, and Machine Learning disciplines through to Data Visualisation. Our consultants here acquire, migrate, transform, and extract data for customers to derive real meaning from it, to help business management make more informed decisions. This area of specialism is often centred around customer's AI and Automation journey



Data Governance & Security

Our core network includes data governance strategy professionals able to guide business, and an extensive network of those involved in technical solutions within Data Quality and Master Data Management as well as Information and Cyber Security.

Architecture & Delivery

Whilst this often overlaps other areas, we have proven Data Architects, Solution Architects, and Enterprise Data Architects as well as delivery consultants in Project Management, PMO, Business Analysis, and Agile delivery experts, such as SAFe® agilists, Scrum Masters, and Product Owners



Security Cleared Technology Professionals

Due to the volume of work we have done in government and defence we have consultants holding active DV Clearance, SC Clearance, CTC and NPPV3. All consultants that work with us are BPSS screened as a minimum.

Service Overviews

ATS Management Services

Our Service Management is orientated to the delivery of Cloud, Data and Digital Programmes with a strong emphasis on Agile methods, automation and AI. We aim to give holistic insight on data orientated agile projects with a heavy new technology focus. Specifically we offer the following management services to overlay and interlink with our Architecture & Design and our technical delivery options:

- Agile PMO for Cloud, Digital Programmes, Data & Analytics
- Implementation of Cloud Programme Management within the PMO structure
- Implementation of Agile Project Management within an Agile or Waterfall Programme
- The planning and management of DevOps and DevSecOps within your Cloud Programme
- The deployment of DevOps and DevSecOps within your development teams
- Embedded automation and continual improvement within your programmes
- Embedded insight for Cloud and large volume data projects

Efficiency at agility at every level of delivery with in-built flexible resourcing constructed for Cloud and Data orientated programmes within Government procurement guidelines and assurance.

ATS Technical and Engineering Delivery Service

Success of a Cloud or Data orientated initiative related project depends on a number of areas of data expertise including Data Governance, Data Strategy, Data Quality, Data Integration and related available technology and tooling. No Analytics, AI or Automation project can be delivered reliably without strong capability in these areas.

The identification and deployment of the correct tooling and staff experienced in using the tooling will add immediate value in acceleration, lower costs and reduced risk. Aligning with Agile, DevOps and DevSecOps processes and methods will also add continuous improvement, acceleration and further risk reduction. Pattern based design and continuous automated testing should be central to any Data, Automation and Analytics project to achieve a successful move to cloud or solution migration.

Our cloud solution deliveries for Data Lakes, Data Warehouse, Data Lakehouse, AI & Automation, Analytics and related migrations tooling expertise. We offer this within our flexible engagement bench management that aims to offer a more flexible way of engaging on large projects.

Service Description

Data Warehouse, Data Lake, Data Lakehouse, Automation & AI, Analytics and Visualisation Delivery and Testing

ATS Delivery, Engineering and Testing covers a full delivery lifecycle from architecture through to design and delivery through to test management.

Data Engineering Expertise and delivery management for complex Cloud and high volume Data orientated projects and Integration projects implementing Workato, BOOMI,

Informatica, Talend, Data Bricks, SSIS, Data Factory, Synapse pipelines and Open Source tooling.

Our delivery services cover all aspects software engineering delivery, from product requirements and design, to agile development using DevOps and DevSecOps, Unit Testing, System Testing, Integration Testing, Performance Testing and User Acceptance Support.

We offer continuous development improvement methods for delivery and testing automation.

UK based delivery teams with required security clearance as needed.

Service Features

- Scalable Agile or Agile within Waterfall Programme delivery with certified practitioners
- DevOps and DevSecOps tooling and methods embedded as required
- Cloud best practice applied
- Multi Cloud and Hybrid Cloud experience
- Hyper Scaler Certified staff for AWS, Azure and GCP
- Product orientated approach to delivery
- Expertise in Workato, Boomi, informatica, SSIS, Azure Data Factory, Synapse Pipelines and open source integration
- Engineering expertise in Collibra, Pega Systems, Kong, Palantir (AIP, Foundry, Gotham, Apollo), GCP Big Query and Big Table, Snowflake and Redshift
- Automation Test Strategy.
- Test Methodology and Tools for Test Management and Reporting in complex Data Projects.
- Risk based test approach for Test Planning and Execution.
- Validation of data quality, mapping, transformations, volumes, data integrity checks and Reporting.
- Functional Testing using migrated data to confirm data accuracy for business process.
- Expertise in developing complex dashboards on all leading visualisation platforms including SSRS, PowerBI, Qlik, Tableau and Business Object
- User engagement and acceptance for dashboard testing
- Additional UI skills in React, Angula, PowerApps, Java, Python and JavaScript.

Service Benefits

- Accelerated cloud migration or data orientated solution delivery.
- Tooling best practice and well understood efficiencies, strengths and weaknesses.
- End to End deliveries for Cloud and Data Projects aligned with an architecture and delivery capability.
- Fail early through early Identification defects earlier in project lifecycle.
- Agile expertise delivered continuous improvements.
- Reduced costs and delivery time using adelivery patterns and test utomation.
- Risk based approach to prioritise organisational priorities
- DecSecOps practitioners offering continuous data security improvements.
- Smart ramp-up and ramp-down to meet project demands.

ATS Design & Architecture Service

Typical services and benefits are usually delivered through the creation of the following items. The schedule and set of deliverables would be agreed as part of the engagement scope to ensure a successful Cloud, Digital or Data & Analytics Programme in line with the organisations expectations:

- Current Cloud/Premise Architecture – Review and document the existing organisation architecture. Documentation is done within the clients preferred method
- Programme direction – by working with stakeholders the drivers for change are identified and are used to guide the development cloud architecture and ensure that, primarily, the future architecture will fulfil the business need
- This will be aligned with the directive for platform strategy for Cloud, Hybrid or Multi Cloud architectures within the organisation's security policies
- Tooling Requirements – by working with known requirements, engineers, users and stakeholders, any tooling will also be identified. These tooling drivers will be used to guide the definition of the future architecture to ensure it is technically viable.
- Product Roadmap – current requirements for the architecture roadmap will be analysed to ensure the architecture can fulfil the cloud and data strategy for any products forming part of the project.
- Programme Outcomes – it is important to ensure the cloud architecture will both be able to deliver outcomes for the programme as well as allowing for an accelerated agile delivery. Strategic Outcomes and Benefits will be identified as part of the analysis phase and their measurement incorporated into the solution.
- Functional Requirements – the programme requirements will drive the tooling and product analysis to develop a set of functional capabilities required by the cloud architecture.
- Future Cloud Architecture – Future cloud architecture will enable the technology, delivery teams to deliver on programme requirements. The architecture will be documented within the clients preferred tools.
- Future Cloud Architecture Roadmap – a schedule and roadmap will then identify a timeframe for change while clarifying the best route to complete within the delivery process and programme timescales.
- Future ; Cloud, Multi Cloud and Hybrid Cloud architecture are optionally aligned with Data Architecture at early stages in requirements discovery
- Individual Solution Architectures are guided by optional alignment with AI and Automation designs and tooling
- DevOps and DevSecOps requirements are gathered as part of engineering tooling requirements

Quality and Insight

ATS consultants have years of experience delivering complex cloud orientated architectures with advanced knowledge of multi and hybrid cloud environments with a large volume data use. Our experience designing solutions for complex multi-platform integration and delivering on data orientated strategies makes us uniquely placed to add additional and broader understanding of large organisation and programme challenges architecture and design can overcome. As early adopters of agile methods we are familiar with tooling and methods that would need to be added to any future Cloud architecture.

Service Levels

- We look to partner with many different software vendors to enhance the professional growth and on-going learning of our consulting teams.
- Our consultants hold various technical professional certifications relevant to the niche technology delivery they are involved in. This includes technologies from: Microsoft, Amazon, Google, Oracle, SAP, Talend, Dell, Denodo, Informatica, IBM, Collibra, Pega, Kong, Palantir and many more.
- Our consultants are qualified in: MBA's, Certified ScrumMaster®, Certified SAFe® Agilist, Lean, AgilePM®, Prince2®, and various other professional management qualifications
- Our world-class consulting pool includes specific sector expertise and practical domain knowledge who provide the best service possible for our customers.

Services Implementation: On-boarding and off-boarding support

- We follow a non-intrusive process for project implementation (on-boarding), transition and handover effectively and smoothly transitioning to business as usual (off-boarding). This is customised to each of our clients and projects
- We apply the Agile Tech Services 'Engagement Model' which includes assigning a senior account director to each contract. The model ensures engagement is formally controlled and enables effective client outcomes service constraints like maintenance windows or the level of customisation allowed

Contract Termination Terms

- Negotiable depending on the requirements of the engagement
- For further information see our Terms and Conditions included within the service description

Quality Assurance

- Our embedded contract performance monitoring and client satisfaction processes minimise issues and maintains our reputation for delivery
- We can work within client's systems and are highly experienced in data management software.
- Agile Tech Services staff hold appropriate security clearance where required (DV Clearance, SC Clearance, CTC and NPPV3), and the company itself holds Cyber Essentials. All staff are vetted to a minimum of BPSS level or conform to BS7858:2019
- Support hours are standard working hours Monday to Friday

SFIA Rate Card

For simplicity our rates are aligned only on Skills for the Information Age (SFIA) rate card

	SFIA Level	Equivalent Consultancy Level	Day Rate
1	Follow	Graduate Analyst	£260
2	Assist	Development Analyst	£400
3	Apply	Consultant	£550
4	Enable	Senior Consultant	£660
5	Ensure, advise	Principal Consultant/SME	£775
6	Initiate, influence	Managing Consultant	£950
7	Set strategy, inspire, mobilise	Head of Service	£1050

Standards for consultancy day rate cards

- **Consultant's working day:** 8 hours exclusive of travel and lunch
- **Working week:** Monday to Friday excluding national holidays
- **Office hours:** 9:00am to 5:00pm Monday to Friday
- **Travel, mileage subsistence:** Included in day rate within M25. Payable at department's standard travel and subsistence rates outside M25
- **Mileage:** As for travel, mileage subsistence
- **Professional indemnity insurance:** included in day rate
- **VAT:** Rates are exclusive of VAT which will be charged at the prevailing rate

Contact Us

Agile Tech Services is a Manchester based consultancy with nationwide coverage. We have extensive experience of working with high-profile clients across a number of sectors, including:

- Defence
- Central Government
- Utilities
- Health
- Most industries in the Private Sector

For further information:



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