



G-Cloud 14 – Service Definition Document

About Enique It Solutions

Our Passion – ‘Build & Maintain Trust by Delivering Quality Task within the Agreed Commitments’.

The contemporary business process is inseparably linked to a robust solution, always-on technical and IT infrastructure. The technical infrastructure supporting such critical business processes has to meet a wide range of end-user expectations flexibly. Such an ever-changing landscape requires a strong talent backbone that brings expertise and competence to the complex tasks that are considered a given by today’s end users.

ENIQUE Solutions[®] partners with its customers to provide them with a wide array of solutions culled from the deep experience of its staff. ENIQUE Solutions[®] leverages the technical depth, expertise and competence of its talent pool to deliver smart solutions to complex problems and services to critical business processes. Quick turnaround to support its clients, who have to meet their customer demands and stakeholders’ requirements in an ever-changing environment is the cornerstone of the ENIQUE culture.

Integrations Service Overview

ENIQUE has a top-notch Centre of Excellence in TIBCO, MuleSoft, Workato, Salesforce and Dell Boomi. Our team has expertise in Apache Kafka and Cloud based solutions

Managed Services is a continuous activity of development spawning Software development Life Cycle (SDLC) across different environments at our engagements as per the project agreements and customer insight.

We offer the below as part of our services:

- i. Continual Service Improvement
 - ii. Service Level Management
 - iii. Knowledge Management
 - iv. Incident Management
 - v. Service Request Fulfillment
 - vi. Change Management
- We have proven and experienced resources who have a strong technical Application Integrations expertise

- All our employees have multiple skillsets and certifications
- ENIQUE COE oversees the skillset enhancement of our team
- Each technology has a dedicated COE keeping the consultants regularly updated on the advancements in the field
- All our Associate Consultants and Consultants have both Development and Operations support experience
- Our consultants have client facing experience to understand the requirements and translating it to use-cases and drafting it as a part of the requirements gathering phase
- Our Senior Consultants have stakeholder management experience, managing DEV team and their project deliverables
- Our Architects have experience deriving both business & technical requirements during the complete project development phase
- Our Architects are responsible to validate project architecture and provide GAP analysis/Migration planning

Our Services

Discovery

Our team will work with you to Gain a better understanding of your requirements and current capabilities for delivering business critical applications.

Features:

- Reframing or definition of problem to be solved.
- Stakeholder engagement, including client, users, and incumbent suppliers
- User research and persona assessment to understand user needs
- Analysis of as-is operations, processes, policies and technologies
- Bespoke set of artefacts, including user journeys and service blueprints
- Project plan for all delivery phases (i.e. alpha, beta, live)
- Detailed plan for Alpha, including cost, outcomes, timescales, and team
- Proof of concepts – delivering Minimum Viable Processes to demonstrate feasibility
- Business Process Mapping – creating a roadmap of automation solutions

Alpha

Our team will assist you in designing the right environment for your approach.

Features

- Prototyping and user testing of discovery hypothesis
- Focus on end user experience, accessibility, and security
- Creation of technical proof of concept
- Continuous delivery of value
- Continuous user research and feedback
- Innovation sprints, kick-starting innovation through design thinking and lean start-up
- Minimum Viable Product (MVP) deliveries to rapidly deliver value

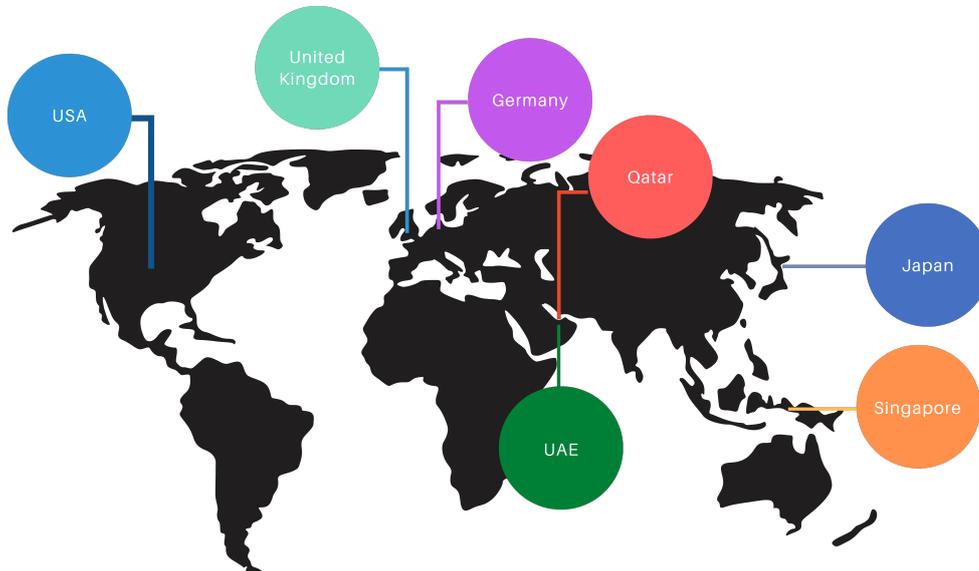
Beta

Design and build software that transforms the performance of the most demanding organisations.

Features

- Iterative, continuous delivery development approach
- Continuous user research and feedback
- Continued focus on end user experience, accessibility, and security
- Proven and assured architecture and system integrations
- Implementation of beta releases
- Scale up deliveries to deliver value beyond the MVP
- Continuous improvements and managed service to support (new) products/services
- Reusable toolkit including technology and delivery patterns speeding deliveries
- Holistic approach to problem solving, solution design and product launch
- A user-centric approach using service design methodology and design thinking

Global Project Delivery



Pricing

The pricing model is based on the specific project requirements and can be delivered on either a time and materials or fixed price basis. Enique It Solutions aligns to the SFIA rate card of each service for their respective pricing details. Please see attached Pricing document.

Contact Details

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