# 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.

## Cloud Operations Service Overview

Enique IT Solutions is a service provider, specialising in digital and application development transformation, Cloud adoption and migration, DevOps strategy development and architecture design. We create and maintain critical platforms both on-premise and on-cloud.

Our resources have extensive expertise in implementing DevOps, CloudOps, GitOps and WebOps solutions, typically:

● **Cloud Platforms and Services**
● **Collaboration, Communication & Source Code Management**
● **Build, Continuous Integration, Continuous Delivery Tooling**
● **Configuration and Provisioning**
● **Orchestration and Microservices**
● **Operating Systems and Infrastructure management**

We provide customers the following:

- An assessment of the current DevOps capability and maturity with advisory and guidance on how to incrementally develop capability to match current standard practices.
- Consultation support to facilitate the development of DevOps, Automation services, Tooling build & Support, Environment management, Continuous delivery implementation, Site Reliability and Cloud Native Strategies.
- Secure and dynamic DevOps capability across one or more delivery teams.
- Provide architect services, release management.
- Scale Engineering and DevOps capability throughout the entire organisation blending with existing operating models to help deliver incremental improvement.

## 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
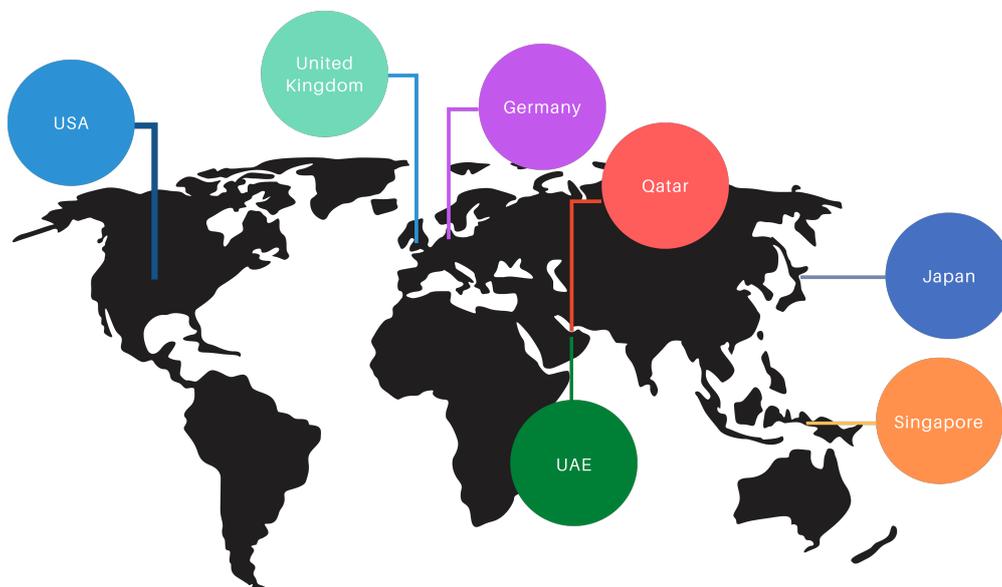- Minimum Viable Product (MVP) deliveries to rapidly deliver value

## 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

G Cloud 14 Contact Details
**Enique IT Solutions Limited** Suite 8, 5 Fleming Road, Livingston, EH54 BN
United Kingdom
+44 7488287424
Vidadala1@gmail.com
vvidadala@eniquesolutions.com
www.eniquesolutions.com