



G-Cloud 14 – Service Definition Document

Service Overview

With the increasing demand for integrated efficient Social Programme & Social Care solutions in the public sector, Enique is able to leverage its knowledge of the public sector environment to enable the delivery of large-scale Case management solutions for public sector government programmes in the UK and North America.

Enique specialises in the implementation of social care and case management solutions for Low income families, Child and Adult Disability services supplemented with integration of other government and private sector services. Our knowledgeable teams work closely with your project teams to understand your end users, processes and existing services in order to build the solution that best meets your needs.

Enique provides a comprehensive suite of services expertise in IBM's Social Program management (SPM) Products to support Social programs whether they are deployed on premises or in private, public, or hybrid cloud environments. Enique also delivers a range of services that cover initial consultancy through to full systems implementation and integration, including training and post-delivery support.

Our services will look to configure and reuse an organisations existing services before opting to build in order to maximise the value of IT systems investment.

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

API Development and Integration

We leverage our experience of implementing enterprise systems using agile and DevOps techniques to deliver best practice in designing, developing, testing and supporting delivery across a wide range of scenarios.

Features

- Design and build from scratch or extend existing API services
- Review maturity of existing architecture and engineering, providing recommendations roadmap
- Follow agile and DevOps approaches to deliver short cycle times
- Use automation to build, test and deploy with greater confidence
- Create industry standard OpenAPI (Swagger) documentation
- Follow best practice, integrating with off-the-shelf packages or bespoke systems
- Services designed for appropriate resilience, scalability, performance and security
- Leverage engineers with extensive public and private sector experience
- Technology agnostic, including Java, .NET, NodeJS, TypeScript, AWS, Azure, etc.
- Iterative, continuous delivery development approach

Testing Services

Testing services, including functional, non-functional (performance, load, stress, accessibility, security), automation and exploratory testing. This also includes test

architecture, strategy, planning and management. We implement agile and collaborative working practices and provide guidance and instruction to clients.

Features

- Deliver functional software testing, planning and execution
- Undertake performance, load, stress, soak testing of solution
- Develop and implement test strategy, planning and management
- Automate all forms of testing and implement within continuous delivery
- Review existing testing, provide and implement recommendations
- Collaborative working from requirements design to production testing
- Reporting on test metrics automatically and graphically
- Independent tooling advice and open source expertise.

DevOps Services

Support the implementation of DevOps practices in client organisations.

Features

- Assess DevOps maturity and build backlog to reach desired state
- Work with organisational staff, training through implementation.
- Delivery by experienced practitioners who are familiar with DevOps cultures.
- Creation of DevOps processes, change and release management
- Deploy continuous integration and continuous delivery capability
- Automation of build, deploy, test, release and operational processes
- Implement monitoring and application performance management
- Embed communications tooling, metrics dashboards etc. to ensure optimal sharing
- Deliver DevOps in collaboration with existing service management teams.

Pricing

Supplier has provided resource based pricing (per person per day) for the services to be offer from UK location. Please refer to the SFIA rate card of each service for their respective pricing details.

Supplier can however offer services based on a Time and Material based pricing model or fixed price based pricing model to provide increased flexibility for the Buyer. Unless agreed otherwise, SFIA rate card for respective service will be used for pricing the work.

In Time and Material (T&M) model, Supplier will provide skilled resources and invoice based on time expended on the work assigned to Enique. In Fixed price based pricing model, Supplier and Buyer will agree to a fixed price and pre-agreed set of deliverables so that engagement is kept running within expected timelines.

About Enique

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.

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