

# Quali Services

## G-Cloud Framework

### Service Definition

#### Contact

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# Quali Service Definition



NETbuilder provides enterprise professional services including strategy, design, platform build, development, maintenance and support. We advise, manage, design, deliver and integrate. We can build Software as a Service (SaaS) solutions, deliver projects or provide expert structured teams. Many customers take advantage of our onshore ITIL ServiceDesk for ongoing support or a Managed Service.

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## Quali NETBUILDER

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### Product Speciality

- ✓ Quali CloudShell Pro
- ✓ Quali CloudShell Colony

### Managed Services

NETbuilder provides world-class Quali Managed Services for your Quali cloud infrastructure, application and operations with tailored operating models, dedicated solutions and DevOps experts for CloudShell Pro and CloudShell Colony. You select the plan that adapts to your needs and we start running your operations for you.

### Service Features

- ✓ 3 support levels with 24x7 helpdesk agents, 9x5 digital specialists
- ✓ 24x7 proactive monitoring and management of cloud environments and solutions
- ✓ 9x5 availability to named client service management team
- ✓ Self-service customer portal to manage digital demand and service requests
- ✓ End-to-end service management, regular reporting and on-going service improvement
- ✓ Various service plans and flexible uptime and outcome-based SLAs

### Service Benefits

- ✓ One onshore central specialist support delivery partner for Quali solutions
- ✓ Sustainable capability for design, delivery and operation of digital services
- ✓ Digital programmes delivered on schedule/budget, with transparent reporting
- ✓ Scalable and flexible engagement models to keep pace with demand
- ✓ Reduce spend on service delivery and digital operations
- ✓ Improve quality of deployed applications and service delivery
- ✓ Reduce time-to-market

#### Do you have a requirement?

Call 0845 680 2083 or email [gcloud@netbuilder.com](mailto:gcloud@netbuilder.com) to see how NETbuilder can help you deliver your next project

## System Design & Integration

NETbuilder offers end-to-end system design and integration services for the Quali Platform, providing full delivery lifecycle through planning, design, build, launch and support of your custom solution. We have various engagement models and an agile delivery approach that enable rapid time-to-market, high-quality solution and effective transition to BAU operations.

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### Service Features

- ✓ Solutions for Quali Cloudshell Pro and Quali Cloudshell Colony
- ✓ Deploy a structured team with certified experts and industry specialists
- ✓ Design and develop a tailored plan and product backlog
- ✓ Design your system, application, and your test and go-live strategy
- ✓ Build your end-to-end and multi-solutions Quali digital platform
- ✓ Build the minimum viable solution specific to the requirements
- ✓ Support UAT, go-live readiness and solution launch
- ✓ Handover solution, design and transfer business and technical knowledge
- ✓ Review the outcome and lessons learnt

### Service Benefits

- ✓ Execute on your multi-cloud strategy with expert industry support
- ✓ Deploy a highly performing and scalable cloud-based or on-premise platform
- ✓ Rapidly go-to-market with your minimum viable solution
- ✓ Apply an iterative approach to system design and software delivery
- ✓ Undertake a suitable approach to change management and system testing
- ✓ Fully adopt your solution and enable business-as-usual from day one
- ✓ Facilitate user acceptance testing
- ✓ Ramp up your team with confidence
- ✓ Optimise and maximise your Quali ROI
- ✓ Increase agility through automation and streamline infrastructure from end-to-end

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# Solution Assessment

NETbuilder offers an independent assessment service for the Quali Cloud Management Platform, reporting through audit, design and plan of your strategy, process, architecture and implementation. We deliver personalised and impartial recommendations and rapid development of a tailored consolidation programme.



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### The Benefits Include

- ✓ Establish an independent view of the current solution quality
- ✓ Identify bad practices and access personalised and impartial improvement recommendations
- ✓ Share a common understanding of the current landscape
- ✓ Rapidly design and develop a tailored consolidation programme
- ✓ Make an informed decision on the consolidation path to undertake
- ✓ Plan and safely approach the next steps in your journey
- ✓ Identify biggest potential opportunities for immediate return
- ✓ Redirect energies onto your most valuable initiatives
- ✓ Baseline a consolidated budget and create a financial tracking process

### Delivery Capabilities

- ✓ Support for the Quali platform. Cloudshell Pro and Cloudshell Colony
- ✓ Deploy a structured team with certified experts and industry specialists
- ✓ Review your Quali strategy, processes, architecture and implementation
- ✓ Analyse the current estate from a holistic view
- ✓ Report on findings and provide recommendations
- ✓ Design the target and transitioning states
- ✓ Develop a high-level consolidation plan and cost model

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## Tailored Solutions from NETbuilder's Consulting Services

NETbuilder's provide a compressive range of services designed to support your business throughout the entire lifecycle of your project. NETbuilder take pride in success and return on investment by delivering focused, best-in-class services on time and within budget.

NETbuilder's tailored solutions and services include:

### Advisory Services

NETbuilder provide end to end advisory services best matched to your organisation needs, to support your people, culture, and processes throughout IT transformation programmes.

NETbuilder offer a wide range of business analysis, workshops, planning assistance, and professional services to help you get started quickly in the Digital, Lean, DevOps and Cloud computing areas. Enabling you to transform your organisation to succeed, rationalise cost, and leverage the best technology principles and processes in-house.

### Professional Services

NETbuilder provide professional services throughout your technology stack. We have developed expertise in a range of product vendors and open source technologies. This puts NETbuilder in a unique position to support your entire journey, whether you need assistance with formulating a technology adoption plan or deployment strategy, through delivering high-quality applications to maintaining and managing your infrastructure. This enables business stay ahead of market trends and significantly increase their competitiveness.

NETbuilder Professional Services can offer utility expertise across a number of core skills to help design, manage and deliver discrete packages of work across a number of disciplines.

### Managed Services

NETbuilder run your operations. Get the benefits of cloud computing with high-touch, end-to-end infrastructure and application management with the ability to call for change, advice and guidance 24/7\*. Your team can remain focused on pursuing innovation that grows your business, while NETbuilder handle your operations and assist with rapid deployment, monitoring and scaling of applications.

\*support service levels are dependent on support package agreed

### Digital Services

NETbuilder help digital brands with what matters most in marketing, providing digital services that strengthen brands to successfully listen, connect and engage with your customers in the Digital world with strong expertise in customer experience, data-driven marketing, mobile app marketing and agile marketing.

We help our customers build a better foundation for their digital marketing, drive their digital maturity journeys, both technically and creatively, and publish engaging marketing campaigns with confidence, giving them a competitive advantage to lead or outperform in their market.

### Pricing

This service is based on resources charged at daily rates according to the accompanying SFIA rate card in the digital market place.

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