G-Cloud 14 Ergo Service Definition Lot 3- Cloud Support

01/05/2024

ergo:· Prepared for today
Planning for tomorrow

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Introduction

Company Overview

Ergo is a leading provider of IT services, specialising in Managed Services, Modern Work, Applications & Software Services, Cloud & Infrastructure, Digital, Security & Compliance, IT Resourcing, Managed Device and Print Services and Software Licensing. We offer solutions across sectors such as Public Sector, Health, Education, Financial Services, Life Sciences and Pharmaceuticals.

What We Do

We ensure enterprises are prepared for today, while planning for tomorrow through the strategic implementation of IT solutions. We do this by delivering:

- Insights-Led Advice
- Expert IT Implementation
- Proactive Managed Services

Ergo helps IT leaders excel at the intersection of business and technology and achieve competitive advantage. Over three decades, we have established ourselves as leading, trusted advisers, helping every customer we engage with rise to the challenges and opportunities they face. We are the largest privately-owned Irish IT services company, with over 750 IT professionals across Ireland, the UK, Europe, North and South America, generating annual revenues in excess of €200m.

By embracing the relentless pace of change and the power of technology to navigate it, we steer clients away from risk and towards reward. We do this by recommending a strategy of proactive IT investment that aligns with each client's unique business needs.

How do we know what technology investments are right for a business?

We arrive at technology choices by reading signals, a combination of bottom-up insights from our people working on the frontline of project execution and top-down insights from industry partners and analysts focused on emerging technologies. Blending the two, we advise on solutions that are pragmatic and focused on achieving business outcomes.

Every business leader understands the power of technology to transform, but the risks to reputation, security, and competitiveness are high if they get it wrong. We make the right choices for our clients, ensuring they are prepared for today, while planning for tomorrow.

What do we do to ensure successful business transformation?

Our project execution and delivery are unparalleled, which is thanks to our people and the depth of our expertise developed over many years. We have a large, extensively qualified and experienced pool of IT talent. The business transformation journey we take clients on starts with a health check of the existing IT estate, a discovery process that exposes silos, and legacy IT systems or applications that function as the barriers to becoming a future-ready business.

Delivery is about taking incremental steps towards realising the business outcomes agreed at the project outset. It is a meticulous process, carefully measured and monitored, always managed with consideration and care. We have a Change Management practice because we know the importance of bringing everybody inside an organisation along on the journey, because buy-in from employees – from the top down - is essential for success.

How do we future-proof new capabilities?

Ergo has a future mindset that helps clients stay one step ahead of rapidly evolving trends and technologies. We enable organisations to plan for tomorrow and mitigate the risks of a constantly changing world where disruption is constant. With Ergo as a trusted partner, the journey will be mapped to the unique needs of each client, where continual cost optimisation and performance improvements are service fundamentals.

By being people-centric and proactive in our approach, we give business and IT leaders clarity, confidence, and peace of mind. Everything is driven by our belief that to excel today and drive growth into the future, businesses

need the most forward-thinking innovations specifically developed for their needs. Driving true value by embracing innovation is at the heart of the Ergo service.

Social Value

Ergo is committed to social value and addressing key themes outlined in PPN 06/20. We recognise the importance of tackling economic inequality, fighting climate change, promoting equal opportunity, and prioritising well-being. Our approach to social value is embedded in our service offerings and operations. We actively contribute to Covid-19 recovery efforts by providing technology solutions that enable remote work and digital transformation. We promote economic equality by offering affordable and accessible IT services to organisations of all sizes. Our commitment to sustainability is evident in our efforts to reduce carbon footprint and promote environmentally friendly practices. We prioritise equal opportunity by fostering diversity and inclusion within our workforce and supporting initiatives that promote social equity. Ergo is engaged in several programmes with Universities and Social Development initiatives to provide graduate and work placement opportunities to disadvantaged individuals. Lastly, we prioritise the well-being of our employees and clients by promoting work-life balance and providing a supportive and inclusive work environment.

Ergo has documented Environment Social Governance (ESG) goals and plans, aligned with United Nations 2030 - Sustainable Development Goals. We are certified to ISO14001 – Environmental Management System and aligned with leading ESG organisations i.e. Ecovadis, Irish Centre for Diversity and UN Global Compact.

Associated Services

Ergo's Strategy, Consultancy and Managed Service can be complemented with a range of associated services. These services include:

Planning service

Our Digital Transformation Planning Service offers a comprehensive roadmap for organisations embarking on digital modernisation journeys. We begin by conducting an in-depth analysis of your current operational landscape, pinpointing technology, process, and skill gaps. Our goal is to define clear, attainable objectives and devise a strategic action plan that encompasses technology selection, systems integration, and effective change management. Central to our approach is prioritising the user experience, ensuring that technological advancements not only bolster operational efficiency but also deliver tangible benefits to end-users. This includes meticulous planning around training, support, and feedback channels to foster adoption and minimise resistance. We address risk management by identifying potential challenges and formulating robust mitigation strategies, with a keen focus on cybersecurity, compliance, and business continuity. Our service also involves careful resource allocation, budgeting, and scheduling, establishing precise timelines and milestones. This strategic planning guarantees that your digital transformation projects progress smoothly, stay within budget, and are perfectly aligned with your overarching business goals. Let us lay the foundation for your successful digital evolution.

Setup and migration

Our Cloud Migration Service empowers businesses to seamlessly transition to the cloud or migrate between cloud platforms. Recognising the critical role cloud technology plays in modern business efficiency and scalability, we offer a tailored approach to ensure a smooth, secure migration process tailored to your specific needs. Whether you're taking your first steps into the cloud or shifting between cloud environments, our team of experts guides you through every stage of the migration. From initial planning and assessment to executing the migration and post-migration support, we prioritise minimising downtime and ensuring data integrity. We specialise in crafting custom migration strategies that align with your business objectives, facilitating not only a technical transition but also optimising your operations for cloud efficiency. Our service includes comprehensive risk management, ensuring that security, compliance, and business continuity are at the forefront of the migration process. By choosing our Cloud Migration Service, you're not just moving data; you're embracing a strategic partnership that accelerates your journey towards digital transformation, enhances your scalability, and improves overall operational resilience. Let us navigate the complexities of cloud migration for you, so you can focus on what you do best: running your business.

Quality assurance and performance testing

Our Quality Assurance and Performance Testing Service offers a robust solution designed to elevate the reliability, efficiency, and scalability of your applications. In today's digital landscape, ensuring that your software meets and exceeds industry standards and customer expectations is paramount. Our service is tailored to identify potential issues before they become problems, ensuring applications perform optimally under various conditions. We utilise the latest tools and methodologies to conduct comprehensive quality assurance and performance testing, covering everything from functionality and usability to compatibility and security. Our goal is to not only detect defects but also provide actionable insights that enhance your application's performance. Our team of experienced professionals works closely with your developers integrating best practices into the development lifecycle, reducing time to market, and improving overall quality of your software. We prioritise a proactive approach to QA, focusing on continuous improvement and optimisation supporting scalability and user satisfaction. With our QA and Performance Testing Service, you can expect a significant reduction in post-launch issues, improved user experience, and a solid foundation for future development. Let us help you build confidence in your software, ensuring it is ready to meet the demands of your users and the objectives of your business.

Other Services

In addition, we provide Security services and up to and including 24x7x365 fully managed services across all our offerings.

Ergo Accreditations /Partnerships

Microsoft

Ergo has been recognised as a Microsoft Azure Expert MSP (Managed Service Provider) after a rigorous and independent audit that validates excellence in designing, building, operating and optimising cloud solutions. In achieving this elite Azure competency, Ergo has developed skillsets and a business model to deliver cloud services at the highest level Microsoft sets for its partners.

Microsoft Partner
Azure Expert MSP

■■ Microsoft

Azure Expert MSP was developed by Microsoft to flag its most capable and trusted partners when it comes to customer delivery. The audit recognised Ergo's capabilities in not just harnessing Azure services, but in providing service management expertise to deliver business solutions to customers. It involved a pre-audit assessment and a virtual audit, encompassing people, processes, and technologies as well as best-practice security and governance. Ergo has earned all six Microsoft Solutions partner designations as part of the Microsoft Cloud Partner Programme. As a result of achieving this, Ergo has archived the exclusive global accreditation of Solutions Partner Designation for Microsoft Cloud.


Microsoft FastTrack

Ergo is now part of an elite group of Microsoft partners worldwide that have qualified to deliver FastTrack projects on behalf of Microsoft, which means clients are in the best-possible hands to accelerate the deployment and end-user adoption of Microsoft 365.

Microsoft MVPs

The Most Valuable Professional (MVP) Award is a global programme of recognised technology experts and community leaders who actively support technical communities through unique, innovative, and consistent knowledge sharing. These community leaders actively contribute to support the developer and IT Professional communities worldwide, helping them learn, build, and use our products. Learn below what the Microsoft MVP Programme seeks for recognition of future community leaders. Ergo is also very proud to have 6 Microsoft MVPs leading our technology innovations, 3 in the Microsoft Azure expertise space and 3 in the Microsoft

365/Enterprise Mobility space:
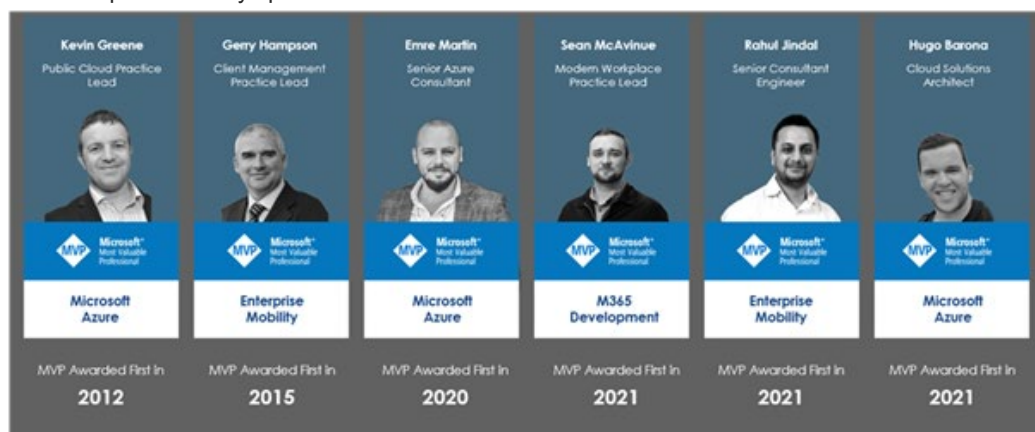
Dell

Ergo is uniquely positioned as a partner with expert-level certifications and capability to deliver Dell Technologies products, services, and solutions to ensure our customers achieve the outcomes they desire to be successful.

Ergo is a Dell Titanium Partner. The Titanium tier of the Dell Technologies Partner Programme designates partners that have capabilities and resources with expert-level certifications, making them industry experts in their designated competency. Titanium partners also have the option of embracing and supporting comprehensive solutions in the competencies of products, services, and solutions. Titanium partners can deliver complete end-to-end solutions, inclusive of services. The Ergo and Dell partnership is very much a collaborative effort with both parties working closely together ensuring our customers achieve the outcomes they desire to be successful in their market. The competencies held by the organisation include Hyper-Converged Infrastructure, Data Protection, IT Transformation, Networking, Server, Storage, Workstation, APEX Cloud, and Core Client.

Broadcom/VMware

Ergo are the VMware Partner of the Year UK &I 2023

Ergo are part of the Broadcom Advantage Partner Programme and hold Broadcom Premier Partner status, previously a VMware Principal Partner until the acquisition of VMware in January 2024.

Ergo have 11 solution competencies and 4 master Services Competencies – among the highest partner level in the UK.

We have 7 VMware Advanced professionals, which is the highest level of VCP accreditations.

We have won the prestigious VMware UK & Ireland partner of the year award 3 times in the past decade. The only Irish partner to win it, up against major UK-based partners such as Computacenter, CDW, etc.

Ergo have an exceptional relationship with Dell and VMware winning multiple awards including the VMware Partner of the Year UK&I 2023 most recently. Some recent awards include:

- VMware Partner of the Year UK &I 2023
- VMware Partner of the Year 2023 - Dell Technologies Partner Awards
- Strategic Partner of the Year 2022 – Dell Technologies Partner Awards
- Ireland Partner of the Year 2020 - Dell Technologies Partner Awards
- VMware UK &I Award for Partner Expertise Digital Transformation 2020
- Dell EMC Storage Partner of the Year 2019
- Dell EMC Extraordinary Partner of the Year 2018

- Dell Technologies Go big Win Big Storage 2019
- Dell EMC Ireland Partner of the Year 2017

Additional certifications

Ergo is certified to the following ISO certifications:

- ISO9001 - Quality Management System
- ISO14001 - Environmental Management System
- ISO27001 - Information Security Management System
- ISO20000 - IT Service Management System

Ergo have adopted the ITIL framework and use ITIL processes to govern and manage our services. These processes form our Service Management System and are issued and governed by our Service Management Office, which retains extensive experience in process design and ITSM at Enterprise level. Operational core processes such as incident & Service Request Management, Change Management, Problem Management and Event Management are embedded across our support teams and are regularly audited for compliance.

Ergo Third-Party Partnerships

Ergo pursues a partnership approach, leveraging a new wave of enterprise solutions that embrace the cloud, mobility, big data, and analytics to help our clients get closer to clients and keep them. We have a great many partnerships with several leading vendors e.g. Microsoft, HPE, DELL, Citrix, Broadcom/VMware, AWS, NetApp. This strategic partnership model facilitates Ergo to deliver a broad portfolio of products and services for local and global deployments. Here are a few of our strategic partners who support us with a variety of industry-leading technologies and solutions:

Data Protection

Ergo is certified to:

- ISO27001 – Information Security Management Service Cyber Essentials
- Cyber Essentials
- GDPR Foundation Level certification IT Governance
- Microsoft Product Security Expertise
- Data Protection certificates from the Law Society of Ireland for relevant employees.

In accordance with GDPR, we have established a comprehensive incident management process. Any security incidents, including breaches, are promptly identified, assessed, and reported to the appropriate authorities, within the stipulated timelines.

Furthermore, we maintain clear documentation regarding the location of data processing, including a data processing agreement between Ergo and our clients where we process Personally Identifiable Information (PII) data.

The Data Protection Officer oversees compliance efforts to ensure alignment with GDPR principles. This commitment extends to regular reviews and updates of our practices, fostering a proactive approach to data protection and security in accordance with GDPR requirements.

This is all documented on our internal Information Security Management System (ISMS) system that is reviewed regularly in accordance with our ISO 27001 certification.

Our G-cloud services, hosted in Microsoft data centres located in London and throughout Northern Europe are committed to ensuring the protection and privacy of all personal data we process, in compliance with the General Data Protection Regulation (GDPR).

Data Hosting and Processing

All personal data collected and processed through our services is hosted exclusively in Microsoft data centres. These facilities provide advanced security features and are compliant with GDPR requirements regarding data security and privacy.

Data Security

We employ robust security measures to protect the data we handle. These include physical security controls at the data centres, as well as electronic measures such as encryption, firewalls, and access control procedures, ensuring that personal data is safeguarded against unauthorized access, disclosure, alteration, and destruction.

Data Transfers

Personal data is not transferred outside the UK without ensuring adequate protections are in place as specified by GDPR. Any such transfers are carried out with appropriate safeguards and in compliance with legal requirements.

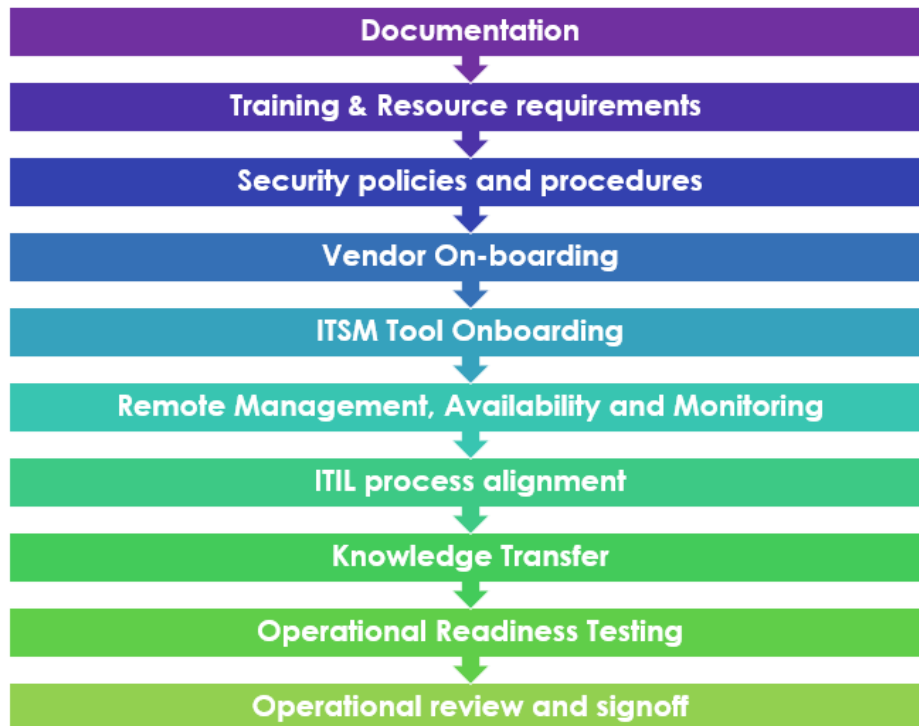## Third-Party Data Processors

We engage only with third-party processors who can provide sufficient guarantees to meet GDPR standards. Microsoft, as our data centre provider, is fully compliant with GDPR, and data processing agreements are in place to ensure they adhere to the same levels of data protection as our services.

No data is transferred outside the UK without the client's prior agreement.

Delivering the Service

Service Transition

The aim of the Ergo Transition Process is to ensure there is a smooth transition of solutions from project or delivery phase to support. The process provides the governance that ensures that key milestones and activities are met and undertaken to ensure the successful support of any incoming solution into live service. The process consists of ten "Gates" illustrated below:

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Documentation
        ↓
Training & Resource requirements
        ↓
Security policies and procedures
        ↓
Vendor On-boarding
        ↓
ITSM Tool Onboarding
        ↓
Remote Management, Availability and Monitoring
        ↓
ITIL process alignment
        ↓
Knowledge Transfer
        ↓
Operational Readiness Testing
        ↓
Operational review and signoff
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- Gate 1. Documentation
- Gate 2. Training & Resource Requirements
- Gate 3. Security Policies and Procedures
- Gate 4. Vendor Onboarding
- Gate 5. Service management tool.
- Gate 6. Remote Management, Availability & Monitoring
- Gate 7. ITIL Process
- Gate 8. Knowledge Transfer
- Gate 9. Operational Readiness Testing
- Gate 10. Operational Readiness Review (Acceptance into service)

The transition process begins during the project initiation phase. Typically, the transition manager (if assigned) will be engaged by the project manager at project kick off to itemise the tasks that will be required to ensure the transition into support is seamless at go live. If no transition manager has been assigned, the Project manager will assume the transition manager role and be responsible for itemising the tasks and engaging with the Service Desk to ensure there is a seamless handover to support.

Having studied the solution design and having been briefed by the project manager and technical leads, the transition manager will draw up a list of tasks and activities under the ten transition gates that will ensure the solution can be accepted into the live service at the end of the project.

An Acceptance Checklist must be populated to reflect the delivery in question.

The activities and tasks identified must then have resources and timeframes against them and be incorporated into the main project plan. This will require periodic review with the project manager. This approach ensures that the activities required are not left until the end of the project and conducted in a timely manner.

Following Operational Readiness Review (ORR), the transition manager will organise an ORR meeting where final approval will be agreed by all stakeholders.

Training

Ergo has extensive experience in providing IT resources to a wide range of customers which has enabled us to develop a reliable and consistent approach to introducing new resources to customer contracts. Risk management is key; at Ergo, we take a stringent unwavering approach to staff inductions and training periods, executing them in a non-disruptive and responsive manner, always geared to managing any issues that might arise.

Our placement process ensures that all new resources proposed will have worked on similar projects and in similar organisations, so will be fully familiar with the structures, standards and methodologies surrounding their given projects.

We understand the importance of achieving full knowledge and skills transfer and promote face-to-face staff mentoring and the provision of comprehensive and up-to-date documentation.

We ensure that all resources are fully trained and available with the appropriate skill set required to support the client project, which may require external training or the cascading of existing skills from existing team members. This is essentially the process by which we start to remove key man dependencies.

Where critical service delivery teams are involved, Ergo assign a senior Ergo consultant to work with the Account Director to provide operational advice and guidance on the specific project requirements and developing a plan that aligns with clients' requirements and minimises any impacts on service delivery to the clients' customers.

Implementation Plan

A detailed implementation plan can be provided to the buyer on request. Ergo's Consultancy and Managed Service is designed to support public sector organisations in leveraging technology to achieve their goals. The service includes strategy and consultancy services tailored to the unique needs of the public sector, ensuring that organisations can optimise their processes and drive meaningful outcomes. By partnering with Ergo, public sector organisations can enhance their efficiency, deliver better services to citizens, and drive successful digital transformation initiatives.

Service Management

Ergo manages its Consultancy and Managed Service teams using a combination of people, processes, and technology. The company adheres to industry standards and certifications, including ISO/IEC 27001 certification for information security. Ergo follows IT service management (ITSM) principles to design, plan, deliver, operate, and control its services. The company has a dedicated service desk and a single point of contact for customers to seek support and make requests. The consultant teams on site are managed by Ergo's experienced practitioners who work closely with the customers. Progress is reported through a structured communications programme to ensure transparency and accountability. Ergo is committed to continual improvement and strives to provide the highest level of service to its customers.

Ergo is certified to ISO20000-1 – IT Service Management System which specifies "requirements for establishing, maintaining and continually improving a service management system (SMS)." These requirements cover all stages of the SMS process including planning, design, transition, delivery, and improvement of services.

Ergo have adopted the ITIL framework and use ITIL processes to govern and manage our services. These processes form our Service Management System and are issued and governed by our Service Management Office, which retains extensive experience in process design and ITSM at Enterprise level. Operational core processes such as incident & Service Request Management, Change Management, Problem Management and Event Management are embedded across our support teams and are regularly audited for compliance.

Service Constraints

Our services are primarily built upon the capabilities and infrastructure of leading global cloud providers. As such, the constraints of our services are inherently tied to the scope and limitations of what these providers can offer. We consistently strive to deliver the best possible solutions within the framework established by these cloud

platforms, ensuring that our offerings are as robust and versatile as the underlying technologies allow. Customers can expect high-quality, reliable service performance that aligns with the prevailing standards and capabilities of the global cloud infrastructure.

Service Levels

Ergo's offers robust service levels to ensure optimal performance and availability. Our service level agreements (SLAs) define the performance metrics, availability targets, and support hours that we commit to. We work closely with our clients to agree on appropriate service levels. Our support hours align with standard business hours, and we offer additional options for extended support up to 24x7x365 if needed. We have defined severity definitions to prioritise and address any incidents or issues that may arise. Our goal is to provide a high level of service and meet the specific needs of our clients. Our standard SLA deviation can be agreed.

Customer Responsibilities

As a customer of Ergo's, Consultancy and Managed Service, there are certain responsibilities and contributions that you need to be aware of. These may include providing access to personnel or IT systems that are necessary for the success of the project. Ergo will work closely with you to define these obligations and ensure that you have a clear understanding of your role in the project. By collaborating and actively participating in the process, you can contribute to the overall success of the project and help achieve the desired outcomes. Ergo's team will guide you through the process and provide any necessary support to ensure a smooth and efficient implementation.

Technical Requirements and Client-Side Requirements

Ergo's Consultancy and Managed Service has specific technical requirements and client-side requirements that need to be considered. The system requirements include having the necessary infrastructure and software in place to support the implementation and operation of the service. This may include hardware, operating systems, databases, and network connectivity. Additionally, clients may need to provide resources such as personnel or time to ensure the success of the project. These requirements can be discussed and agreed upon prior to placing an order, and they will be documented in the Order Form between both parties. Ergo's team will work closely with clients to ensure that all technical and client-side requirements are met for the smooth and successful implementation.

After-sales Account Management

To build and maintain customer relationships, Ergo's Consultancy and Managed Service follows a customer-centric approach. We prioritise effective communication and relationship management between the customer and our team. Our dedicated Account Directors ensure that customers' needs and expectations are understood and addressed throughout the engagement. We focus on retaining long-term business by ensuring customer satisfaction and delivering high-quality services. We actively seek feedback from customers to continuously improve our offerings and enhance the partnership. Our goal is to grow the business partnership by providing value-added services, proactive support, and strategic guidance. We believe in building strong and mutually beneficial relationships with our customers, fostering trust and collaboration.

Client List

Ergo has a wide range of clients across Public and Private Sector, e.g.:

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