



Anabytics

SERVICE DEFINITION DOC

G-Cloud 14 – Programme Assurance and
Recovery Services

Author: Anabytics Limited, CEO Office
government@anabytics.com

Contents

Introduction and Summary.....	3
Why come to us?	3
Service Features	4
Service benefits	5
Setup or migration service available	5
How the planning service works	5
Setup or migration service is for specific cloud services.....	6
Quality assurance and performance testing service.....	6
How the quality assurance and performance testing works.....	6
Delivery Methodologies.....	8
Training.....	8
Ongoing support.....	9
Service scope and constraints	9
Supplier type.....	9
Email or ticketing support.....	9
Support response times.....	9
User can manage status and priority of support tickets.....	9
Online ticketing support accessibility	9
Phone support.....	9
Web chat support	10

Support levels	10
Staff security clearance.....	10
Government security clearance.....	10
Trusted to deliver by prestigious happy clients.....	11
Social Value.....	12
Fighting climate change	12
Tackling economic inequality.....	12
Equal opportunity	13
Wellbeing.....	13

Introduction and Summary

Welcome to Anabytics, a boutique consultancy specialising in cloud programme recovery and assurance services for large organizations. With a proven track record of delivering successful outcomes where others have faltered, we offer a comprehensive suite of services designed to address the unique challenges of implementing and managing cloud hosting or software solutions. Our team of certified professionals brings extensive expertise, strategic insights, and a collaborative approach to help clients navigate complex cloud initiatives with confidence and achieve their business objectives effectively and efficiently.

At Anabytics, we provide tailored solutions and expert guidance to support clients in every stage of their cloud journey. From strategic planning and risk mitigation to agile delivery and continuous improvement, our services are designed to maximize value, minimize risks, and accelerate time-to-value for cloud programmes. With a focus on flexibility, collaboration, and proactive risk management, we empower clients to overcome challenges, optimize resources, and achieve successful outcomes in their cloud initiatives. Partner with us to unlock the full potential of cloud technology and drive sustainable growth for your organization.

We are serious, personable, on-side and in your camp at all times.

Why come to us?

Several situations might prompt you to seek our cloud programme recovery and assurance services:

Failed Implementations: Organisations may require our services after experiencing failed or stalled cloud implementations, where initial efforts did not meet expectations or encountered significant technical or operational challenges. Litigation with existing failing partners may require strong insights and assistance from external help.

Performance Issues: Clients facing performance issues such as slow response times, downtime, or scalability limitations with their existing cloud infrastructure may turn to our services to optimize and improve performance.

Security Breaches: Security breaches or concerns related to data privacy and compliance in cloud environments can prompt organisations to seek our expertise in enhancing security measures and ensuring regulatory compliance.

Budget Overruns: Clients struggling with budget overruns or inefficient resource utilisation in their cloud programmes may seek our assistance in cost optimization and resource management to achieve better ROI.

Lack of Expertise: Organisations lacking internal expertise or experienced leadership in managing complex cloud initiatives may engage our services for interim leadership, advisory support, and technical guidance.

Change Management Challenges: Clients facing challenges in managing organisational change, training, and adoption of new cloud technologies and processes may benefit from your change management expertise and support.

Compliance and Governance Issues: Organisations requiring assistance in establishing robust governance frameworks, ensuring compliance with industry standards and regulations, and managing risk in cloud environments may turn to our services for guidance.

Need for Strategic Planning: Clients looking to develop or refine their cloud strategy, roadmap, and implementation plan may seek our strategic planning services to align cloud initiatives with business objectives and drive long-term success.

Service Features

- Contract Renegotiation
- Fresh Strategy and Approach

- Turnaround technical interim leadership
- End-to-end delivery capabilities for cloud programmes
- Re-scoping and re-planning
- Board Level Assurance
- Tailored Solutions to meet the situations needs
- Technical assistance in litigation process

Service benefits

- Minimised project risks, delays, and cost overruns.
- Optimised resource utilisation and streamlined processes.
- Accelerated time-to-value for cloud initiatives.
- Compliance with industry standards and regulations.
- A better negotiating position.
- Transparent and collaborative service delivery approach.
- Peace of mind.
- Enhanced agility and competitive advantage.

Setup or migration service available

Yes

How the planning service works

We assist leadership, legal and procurement in planning their cloud hosting or software services implementation by conducting a thorough needs assessment, creating a strategic roadmap with key milestones and resource requirements, evaluating suitable technologies, managing risks, ensuring compliance, and facilitating vendor selection and change management. Our process empowers buyers to make informed decisions, mitigate risks, and achieve successful outcomes in their cloud initiatives.



Author: Anabytics Limited, CEO Office

We can also and do work back to front, saving existing value and setting a fresh path to success. We're here to advise, lead, deliver, support or assist.

We start with a consultation, a statement of scope and requirements. We lead with objectives front and centre.

Setup or migration service is for specific cloud services

We are a vendor agnostic consultancy. We'll take on almost any cloud or data related challenge.

Quality assurance and performance testing service

As standard, we test thoroughly.

How the quality assurance and performance testing works

Anabytics is trusted by some of the world's largest organizations to manage their migrations. Anabytics provides quality assurance and performance testing resources, accompanied by a tried and tested deliverable framework as part of our data migration service offering. We can quickly establish a Test CoE or Test Teams to suit any program requirement (not limited to data migration).

Anabytics' dedicated team ensures the reliability, functionality, and efficiency of your systems by conducting rigorous data validation and data quality assurance testing throughout the various processes required to delivery cloud technologies, with the goal of achieving efficient system and data attestation. Anabytics employs industry-standard methodologies and tools to thoroughly test the performance of your cloud environment, identifying and addressing any potential issues or bottlenecks before they impact your operations.

Anabytics' comprehensive testing approach covers areas such as functionality, scalability, security, and compliance, ensuring that your systems meet the highest standards of quality and performance. Additionally, we provide detailed reporting and analysis to help you understand the results of our testing efforts and make informed decisions to optimize your cloud infrastructure. With Anabytics' quality assurance and performance testing services,



Author: Anabytics Limited, CEO Office

you can trust that your migration project will be executed smoothly and with minimal disruptions.

Delivery Methodologies

In programme recovery, we prioritize adaptability and flexibility to effectively address the unique challenges and complexities that arise during the recovery process. Our approach is characterized by:

Tailored Solutions: We customize our recovery strategies and action plans to suit the specific needs, goals, and constraints of each programme, ensuring that our interventions are targeted and impactful.

Agile Methodologies: We adopt agile methodologies that allow us to iterate quickly, respond to changing requirements, and make course corrections as needed, ensuring that our recovery efforts remain aligned with evolving priorities and objectives.

Dynamic Resource Allocation: We maintain a flexible resource allocation model, optimizing the allocation of personnel, tools, and technologies based on the shifting demands and priorities of the recovery programme.

Collaborative Approach: We foster collaboration and open communication among stakeholders, team members, and external partners, promoting a shared understanding of challenges, opportunities, and potential solutions.

Continuous Evaluation and Improvement: We regularly evaluate the effectiveness of our recovery strategies and interventions, gathering feedback, analyzing data, and making continuous improvements to enhance outcomes and drive sustainable recovery.

By staying completely flexible and adaptable to the challenges at hand, we ensure that our programme recovery efforts are resilient, responsive, and ultimately successful in achieving our clients' objectives.

Training

We do not provide training services.

Ongoing support

We do provide paid ongoing support service, specific to requirements and agreed terms. This falls outside of the standard G-Cloud Terms or is rated as per Anabytics G-Cloud rate card.

Types of service supported:

- Buyer hosting or software
- Hosting or software provided by your organisation
- Hosting or software provided by a third-party organisation

Service scope and constraints

Depending on the scope and breadth of services required to fulfil the project, it should be noted that Security Clearances for specialist resources can take time to obtain.

Supplier type

Anabytics is not a reseller.

Email or ticketing support

Yes, at extra cost.

Support response times

Standard operating hours are usual business hours, 5 days a week. Questions are responded to within SLAs which are specific to each engagement. SLA details are agreed on engagement start as customers have different needs. Special support is available at cost.

User can manage status and priority of support tickets

Yes

Online ticketing support accessibility

WCAG 2.1 AA or EN 301 549

Phone support

Phone support

No

Web chat support

Web chat support

Yes, at an extra cost

Web chat support availability

9 to 5 (UK time), 7 days a week

Web chat support accessibility standard

WCAG 2.1 AA or EN 301 549

Support levels

Typically, Anabytics has a representative or team onsite, present 50% of the duration of the engagement. This support level is tailored to the needs of the customer. We will be delighted to work with you to achieve control, confidence and transparency

Staff security clearance

Staff screening performed but doesn't conform with BS7858:2019

Government security clearance

Up to Security Clearance (SC). Dependencies do and will exist but we will do everything we can to satisfy a requirement, as quickly as we can.

Trusted to deliver by prestigious happy clients

**BNP PARIBAS**NatWest
Group**ODEON****LLOYDS BANK**

Social Value

- Fighting climate change
- Covid-19 recovery
- Tackling economic inequality
- Equal opportunity
- Wellbeing

Fighting climate change

Anabytics prioritises environmentally sustainable practices by optimising energy usage, reducing carbon emissions, and promoting eco-friendly technologies in our service delivery. Anabytics cloud-based solutions enable organizations to minimise their physical infrastructure footprint, thereby contributing to greenhouse gas reduction efforts.

Covid-19 recovery

Anabytics prioritises services that support remote work capabilities, facilitating business continuity during and after the pandemic. Anabytics offers secure collaboration tools, virtual meeting platforms, and cloud-based productivity suites to enable seamless remote operations, aiding in the economic recovery and resilience of organisations impacted by Covid-19. Anabytics is also looking to the future, and a continued effort to get people back to work. Anabytics also invests in onshore onsite people so resources from any organisation can collaborate, learn and flourish together in person and as cohesive partners.

Tackling economic inequality

Anabytics services promote economic inclusivity by providing affordable, scalable, and accessible solutions to organizations of all sizes. Anabytics offers flexible pricing models, discounts for public sector entities, and support for small and medium-sized enterprises (SMEs), fostering economic growth and reducing barriers to entry in the digital marketplace. Anabytics is a SME and we want to go further; we absolutely intend to actively hire in our community, seeking to lift-up, train and progress local talent.

Equal opportunity

Anabytics is committed to diversity, equity, and inclusion in our workforce and service delivery. Anabytics promote equal opportunity by fostering a diverse and inclusive workplace culture, providing training and development opportunities for underrepresented groups, and ensuring accessibility in our digital solutions for individuals with disabilities.

Wellbeing

Anabytics services prioritise user experience and well-being by focusing on usability, accessibility, and data privacy. Anabytics prioritises user privacy and data protection, adheres to accessibility standards, and provides user-friendly interfaces to enhance the well-being and satisfaction of our users. Anabytics totally gets it: the services we provide and products we help build or make, must deliver for users and add value to lives.