



G-CLOUD 14 SERVICE DEFINITION CONSULTANCY AND SUPPORT SERVICES

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Introduction

About Ashton Court Group

Ashton Court Group (Ashton Court) takes the difficulty out of systems integration projects, making it easier for you to achieve your business transformation objectives. We provide IT strategies, integration services and technology solutions that help you streamline your organisational processes and improve your organisation's performance.

As a well-established information systems consultancy, Ashton Court designs, builds and supports business-critical solutions, such as customer relationship management, intranet/extranet and business intelligence. We have been a Microsoft Partner since 2003 and currently hold the Microsoft Solutions Partner – Business Applications certification. In addition, we maintain Partner Accreditations with ClickDimensions, TIBCO, Resco, Nintex and Connecting-Software. We ensure that our teams have comprehensive knowledge of Microsoft's software tools and applications, and the expertise to deliver on public, private and hybrid clouds.

As a customer-focused professional services company we structure our delivery teams around your requirements, using an account management and project management approach. Ultimately, it is Ashton Court's people that set it apart. They combine business and IT knowledge, and actively seek to understand your total requirements. They aim to work in partnership with your staff over extended periods of time, and this focus on long-term success drives the ethos and guiding principles of Ashton Court's business.

Our Cloud Support Services

Ashton Court has been supplying G-Cloud Strategy and Planning Services to G-Cloud buyers since 2013. We have extensive experience, not only in the design, implementation and support of cloud information systems, but also in ensuring their wide-spread adoption and effective use.

We offer three main types of cloud support services:

- **Consultancy** – that enables you to ensure successful adoption of, and maximise business return from your investment in, cloud platforms.
- **Implementation** (which includes setup and implementation, migration and integration) – that designs and develops innovative cloud solutions using best practice principles and practices.
- **Support** – that ensures the resilience, reliability, and robustness of deployed cloud systems, mainly as 3rd level assistance to your internal teams.

However, we are not simply an IT services company. We understand the need for solutions to be intuitive and user-friendly. We focus heavily on ensuring the suitability and usability of the systems we implement and support, and the associated cultural change and training needs that must be met for genuine adoption and system success.

Services Description and Definitions

Ashton Court consultants have a strong track record of completing many cloud engagements. These have ranged from strategy formulation and definition of requirements in conjunction with our clients, through specification and selection of cloud services, to implementation and support, in public and private sectors.

About G-Cloud Support

G-Cloud is much more than a new way to deliver IT infrastructure. It is an alternative delivery model that makes increasing sense for a growing number of organisations in the public sector, and part of the way that you are now able to approach, plan for, and implement strategic IT initiatives. Cloud can help reduce cost and complexity, enhance agility, and enable rapid innovation. However, working out how to transform business using the cloud is a complex and challenging process. Assistance from Ashton Court's cloud support services specialists helps to minimise the risks and enables the application of external knowledge and expertise.

Summary of our G-Cloud Support Services

We offer the following G-Cloud Support Services. Descriptions of the services are provided later in this document.

- **Cloud Strategy and Planning Services**
 - Cloud Readiness Review and Strategy Formulation Services
 - Cloud Architecture and Design Services
 - Cloud Specification and Selection Services
 - Application Migration Planning Services
 - Cloud Solution Evaluation and Auditing Services
- **Microsoft 365 Cloud Support Services**
 - Microsoft 365 Business Consultancy Services
 - Microsoft 365 Setup and Migration Planning Services
 - Microsoft 365 Migration and Deployment Services
 - Microsoft 365 Support Services
 - SharePoint Consultancy Service
 - SharePoint Governance Service
- **Dynamics 365 Cloud Support Services**
 - Dynamics 365 Business Consultancy Services
 - Dynamics 365 Feasibility and Proof of Concept Services
 - Dynamics 365 Application Design Services
 - Dynamics 365 Implementation Services
 - Dynamics 365 Configuration and Customisation Services
 - Dynamics 365 Integration Services
 - Dynamics 365 Business Intelligence Services
 - Dynamics 365 Customer Insights-Journeys Implementation Services
 - Dynamics 365 Effectiveness Review Services
 - Dynamics 365 Workflow/BPM Services
 - Dynamics 365 Upgrade Services
 - Dynamics 365 AI Services
- **Microsoft Azure Cloud Support Services**
 - Azure Business Consultancy Services

- Azure Architecture Consultancy Services
- Azure Technical Consultancy Services
- **Microsoft Power Platform Support Services**
 - Power Pages Implementation Services
 - Power Pages Branding, UX and Accessibility Services
 - Power Platform Mobile and Canvas Apps
 - Microsoft Power Automate
- **Microsoft Data Platform Services**
 - Power BI, Azure Synapse Analytics and Azure Data Factory Solutions
- **Microsoft Automation and Integration Services**
 - Microsoft Automation and Integration Services.

For further information on our Cloud Support Services, please contact our Business Development team on +44 (0) 1604 864781 or info@ashtoncourt.com.

Strategy and Planning Services

Cloud Strategy and Planning Services

The cloud is just one of the methods of achieving business transformation, and as a long-established systems integrator Ashton Court has over thirty years' experience of helping our clients to transform their organisations through the application of modern IT systems. Our cloud strategy and planning services are comprehensive. We cover areas of applications and software architectures, software development lifecycles, development and testing methodologies, data management architectures, and security requirements. Our cloud strategy and planning services include:

- **Cloud Readiness Review and Strategy Formulation Services**

Through the provision of this service Ashton Court will review your IT landscape and identify cloud opportunities and options in order to assess the cloud readiness of your organisation, applications and infrastructure (including identification of high-value opportunities) so that you can develop an understanding of the suitability of cloud options and how they fit into your IT and overall business initiatives and strategies based on the benefits the cloud is able to deliver.

- **Cloud Architecture and Design Services**

Through the provision of this service Ashton Court will assist you to understand and balance cost, agility and risks to make and implement the right cloud choices for your organisation, identify suitable software, platform, and infrastructure services as required, incorporate systems integration requirements, and plan for phased implementation as appropriate.

- **Cloud Specification and Selection Services**

Through the provision of this service Ashton Court will help you to define and document your cloud service requirements, investigate and determine suitable cloud service providers and manage the service selection process using value-adding methodologies and processes in order to deliver on your cloud strategy.

- **Application Migration Planning Services**

Through the provision of this service Ashton Court will help you to apply structured guidelines for classifying G-Cloud readiness of applications, in order to successfully plan and manage the migration of business applications and services to the identified cloud services.

- **Cloud Solution Evaluation and Auditing Services**

Through the provision of this service Ashton Court will perform an external review of your existing cloud provision, and help you to identify additional capabilities to leverage the full scope of your chosen platform. We work closely with your team to help you to deliver a solution that will support culture change and increase efficiency.

Ashton Court consultants have undertaken many cloud engagements involving strategy and planning. While the cloud offers many benefits, not every application or service is suitable for cloud deployment. Our cloud strategy and planning services are designed to help you identify opportunity areas, evaluate benefits, and integrate cloud with organisation strategies to facilitate adoption and success.

Microsoft 365 Cloud Support Services

Microsoft 365 for G-Cloud

Microsoft 365 is Microsoft's suite of cloud-based business productivity tools, providing subscriptions to the latest version of familiar business office applications plus other cloud-based productivity services, such as Exchange Online hosted email, SharePoint (intranet/extranet) and Teams (group chat, team chat & collaboration). Microsoft 365 simplifies IT management, while raising the bar on enterprise productivity. Backed by powerful security features and performance reliability, Microsoft 365 combines familiar Microsoft productivity, collaboration, and communication tools to support workers virtually wherever they are, on almost any device. G-Cloud customers have a choice of deployment options, choosing to run some applications on-premises while moving others to the cloud, or migrating entirely to the cloud.

Our Microsoft 365 Cloud Support Services

Working in conjunction with Microsoft, Ashton Court has substantial experience of helping our customers to plan for and undertake the migration of their email, collaboration and communication environments to the cloud, since 2010. We were responsible for the first major European deployment of BPOS (a predecessor of Microsoft 365) and have subsequently project managed and/or provided technical consulting services for a range of complex Microsoft 365 deployments. We can advise on and support you in making best use of the wider set of Microsoft 365 services such as intranet/extranet (SharePoint) and business intelligence (Data Platform) solutions.

Our Microsoft 365 cloud support services include the following:

- **Microsoft 365 Business Consultancy Services**

Through the provision of this service Ashton Court will help you understand whether Microsoft 365 is a good fit with your business needs, and to ensure that your requirements can be met through deployment and customisation of Microsoft 365.

- **Microsoft 365 Setup and Migration Planning Services**

Through the provision of this service Ashton Court will help you to evaluate your existing email, collaboration and communication environments; plan for email, content migration, and deployment and prepare implementation plans and project estimates.

- **Microsoft 365 Migration and Deployment Services**

Through the provision of this service Ashton Court will provide you with support for configuration, conversion and migration (e.g. prepare internal environments, configure services, set up user accounts, migrate user mailboxes, deploy and configure clients) as well as design and development of Intranet/Extranet, implementation of unified communications and project management.

- **Microsoft 365 Support Services**

Through the provision of this service Ashton Court will provide you with on-going support and application training services, technical and end-user support services, services management and administration, training documentation and training delivery.

- **SharePoint Consultancy Service**

Through the provision of this service Ashton Court will provide professional advice to enable you to plan, develop and deploy SharePoint hosted on the Microsoft 365 Cloud platform. We supply consultancy, configuration, implementation and training services that ensure you gain maximum benefit from your Microsoft 365 SharePoint subscription. We offer an initial free-of-charge scoping workshop to determine your readiness for SharePoint and the suitability of SharePoint to meet your needs. We can also provide on-going support for your SharePoint applications.

- **SharePoint Governance Service**

Through the provision of this service Ashton Court will provide professional advice to enable you to establish and maintain the policies, roles, responsibilities, and processes that control how your organisation's business teams and SharePoint team work together to meet organisational goals. The resulting governance plan will streamline the deployment of SharePoint, help keep it secure and compliant and help ensure it provides the best return on your investment.

We have a team of experienced consultants who are trained in Microsoft 365 implementation and legacy migration. They are also highly capable in the configuration and customisation of the underpinning Microsoft servers (more than 20 years' experience of Exchange, SharePoint and Skype for Business / Microsoft Teams) and are well placed to help you to deliver the business benefits that are available from implementation of Microsoft 365.

Microsoft Dynamics 365 Support Services

Microsoft Dynamics 365 for G-Cloud

Microsoft Dynamics 365 is a remotely hosted fully integrated customer relationship management (CRM) system. Microsoft Dynamics 365 gives you the capability to easily create and maintain a clear view of customers (citizens) from first contact through all interactions and service delivery 'touch-points'. With tools to enhance your communication, case management and customer service processes – along with native Microsoft Outlook and Microsoft SharePoint integration – Microsoft Dynamics 365 delivers a fast, flexible, and affordable solution. Microsoft Dynamics 365 helps you drive consistent and measurable improvement in everyday business processes.

Dynamics 365 is Microsoft's next generation of intelligent business applications in the cloud. It is software-as-a-service combining G-Cloud-based CRM and ERP services into a single offering. Dynamics 365 includes applications to manage field service, sales, marketing, project service automation, financials, operations, and customer service.

Our Dynamics 365 Cloud Support Services

Dynamics 365 is far more than a contact management application; indeed, it is a highly configurable application platform that is ideal for supporting the achievement of your customer (citizen) engagement objectives. We have used Dynamics 365 to design and build programme and case management systems that are highly applicable to supporting the needs of public sector clients. With the availability of Dynamics 365 as a cloud service, our experienced CRM team can assist you to design and implement a cloud hosted CRM solution to meet your business needs and budget.

Ashton Court has 20 years of experience designing and implementing Dynamics CRM-based business solutions. We have been providing consultancy, implementation and support services on the Microsoft Dynamics CRM solution since its release in the UK in 2003, so it was a natural transition to offer specialist cloud services for Dynamics 365. We provide a full range of Dynamics 365 cloud services, including:

- **Dynamics 365 Business Consultancy Services**

Through the provision of this service Ashton Court will help you understand whether Dynamics 365 is a good fit with your business needs, and to ensure that your requirements can be met through deployment and customisation of Dynamics 365. We will explore licensing options to meet your needs and provide advice on business case for implementation.

- **Dynamics 365 Feasibility and Proof of Concept Services**

Through the provision of this service Ashton Court will guide you during the early stages of your decision to use a customer relationship management platform. As determined by the initial findings this is extended into deployment of the Dynamics 365 as needed. This work utilises a well proven process with a feasibility study, with a reusable proof of concept platform. We help you to develop the business case highlighting benefits, options, risks, implementation plan and costs of the planned CRM solution. This is then used by your

decision makers to confirm their choice of CRM and budget for implementing Dynamics 365.

- **Dynamics 365 Application Design Services**

Through the provision of this service Ashton Court will assist you to capture your requirements accurately and comprehensively and to define and document how they are to be applied to a Dynamics 365 environment. Typically, this will be achieved through a programme of business analysis meetings and facilitated design workshops.

- **Dynamics 365 Implementation Services**

Through the provision of this service Ashton Court will undertake the implementation of Dynamics 365 for you. The service includes assistance for you to understand and balance cost, agility and risks to make and implement the right cloud choices for your organisation (e.g. public, private, hybrid), identify suitable software, platform, and infrastructure services as required, incorporate systems integration requirements, and plan for phased implementation as appropriate. These services are developed and tailored to suit each customer using formal methods incorporating, as needed, a mix of agile and waterfall, aligned to the Microsoft Sure Step methodology.

- **Dynamics 365 Configuration and Customisation Services**

Through the provision of this service Ashton Court will assist you to undertake configuration and customisation of Dynamics 365 to effectively manage business relationships and processes (areas of specialism in the public sector are programme management, case management and partnership management). Where required, the services will extend to the configuration and customisation of secure interfaces for customers (citizens) to interact with the CRM system (self-service).

- **Dynamics 365 Integration Services**

Through the provision of this service Ashton Court will assist you to design and develop components for integration of Dynamics 365 with other business systems (e.g. Microsoft 365 and applications hosted on Windows Azure, as well as internal and third party systems). Typically, integration services will take advantage of Microsoft's suite of tools; Power Automate, Logic Apps and the Azure Data Factory.

- **Dynamics 365 Business Intelligence Services**

Through the provision of this service Ashton Court will extend the built-in reporting capabilities of Dynamics 365 with sophisticated business intelligence (e.g. key performance indicator, trend analysis, advanced mapping) functionality. Our service will assist with the discovery of insights with Microsoft Power BI visualisations and help to create a data-driven culture with business intelligence for all. For more advanced insights Ashton Court will

provide consultancy to leverage Microsoft Data Services.

- **Dynamics 365 Customer Insights-Journeys Implementation Services**

Through the provision of this service Ashton Court will enable you to execute, targeted 'always on' automated marketing communications right across your customer lifecycle. We will help you to understand the potential fit for your organisation and existing technology stack, what your requirements are and ultimately how to generate value from the technology. We will work closely with your internal teams to plan for phased implementation as appropriate.

- **Dynamics 365 Effectiveness Review Services**

Through the provision of this service Ashton Court will review your existing CRM deployment. Quite often existing CRM platforms have not been implemented optimally or had the appropriate project governance adopted for incorporating changes. Our mission is to help maximise the business value from IT investments such as Dynamics 365. Our service will identify bottlenecks, ineffective mapping of processes, advise on project governance to enable you to continue to make appropriate changes to support your business users and help CRM deliver effective support for an Agile and Competitive organisation.

- **Dynamics 365 Workflow/BPM Services**

Through the provision of this service Ashton Court will help define working procedures and processes, map and model these, and implement these within Dynamics 365 and if necessary other chosen cloud BPM tools. We specialise in Business Transformation, Business Process Management (BPM) and workflow implementation. Implementing workflow and or BPM solutions improve operational visibility and support the development of a more agile organisation.

- **Dynamics 365 Upgrade Services**

Through the provision of this service Ashton Court will undertake an evaluation of your current Dynamics 365 platform and provide an analysis of the current state of operation around the CRM system. The desired future state is discussed with your business team and users and a roadmap for upgrade proposed. This may include an appropriate business case if further customisations are required. Consideration is given to the impact of any non-compliant customisations with a transition from the current version of Dynamics 365 in use to smooth the transition to the next or latest version.

- **Dynamics 365 AI Services**

Through provision of this service Ashton Court will help you to explore the enterprise AI opportunities within Dynamics 365. We will help you to harness AI's ability to augment human capabilities and automate routine tasks, enabling you to refocus your workforce on

more strategic endeavours enhancing productivity and innovation. Through the use of AI, you will be able to derive quick insights and user-level access to analytics. Real-time data ingestion, creation, and updates will further enable the optimisation of experiences for your business.

Microsoft Azure Cloud Support Services

About Microsoft Azure for G-Cloud

Microsoft Azure Platform is a Public Cloud service as per the G-Cloud phase 2 deployment model definitions. Microsoft Azure is predominantly a Cloud Platform as a Service (PaaS) as defined by the NIST definition, however it does include Infrastructure as a Service (IaaS) elements including Compute, Storage and Content Delivery Network services as specified in Lot 1, as well as some additional elements defined in “other”. Microsoft Azure is only accessible through the public Internet and is not connected to any other government networks.

Our Microsoft Azure Cloud Support Services

The Microsoft Azure platform is a flexible cloud-computing platform that will allow your IT teams to focus on solving business problems and addressing customer needs. With no need to invest upfront on expensive infrastructure, you pay only for what you use, scale up when you need capacity and pull it back when you do not. Ashton Court delivers the following specialist services for Microsoft Azure:

- **Azure Business Consultancy Services**

Through the provision of this service Ashton Court will help you understand whether Microsoft Azure is a good fit with your business needs, and to ensure that your requirements can be met through deployment of your applications to Azure.

- **Azure Architecture Consultancy Services**

Through the provision of this service Ashton Court will assist you with architecting Microsoft Azure applications or creating an architecture for migrating your applications to Microsoft Azure (including application management, application security, application compatibility and database compatibility).

- **Azure Technical Consultancy Services**

Through the provision of this service Ashton Court will assist you with all aspects of Microsoft Azure technologies (e.g. AppFabric, Storage Services, Development Tools, SQL Azure, Compute Services, Access Control, Connect, etc.)

Microsoft Azure provides developers with on-demand compute and storage to host, scale, and manage web applications. In many circumstances this will enable you to simplify IT management and minimise up-front and on-going expenses and to facilitate the management of scalable Web applications in the cloud. Ashton Court’s technical specialists have successfully deployed a range of business applications to Windows Azure and are well placed to assist you to understand how this open platform, which supports Microsoft and non-Microsoft languages and environments, can be utilised in your overall G-Cloud environment.

Our Microsoft Power Platform Support Services

Our services include providing guidance using the Microsoft Power Platform to help organisations design, develop and support their business applications using the Power Platform. We provide packaged or bespoke solutions, automations and integration services that help you streamline your organisational processes and improve your organisation's performance. Our solutions engagements are all tailored to deliver the best application for your business using Microsoft's Power Platform and other services in the Azure technology stack. Our areas of expertise include:

- **Power Pages Implementation Services**

Through the provision of this service Ashton Court will work with you to design, develop and implement a web portal using Microsoft Power Pages. We can create powerful mini sites, landing pages or complex operational websites and portals to support your business needs. Using Power Pages you can extend your business data and reach audiences internally and externally to your organisation, all via web applications that are branded, responsive and secure.

Microsoft Power Pages are underpinned by the responsive industry standard Bootstrap framework, which allows for interaction with the data from mobile devices like smartphones, tablets and iPads. Offline access can be achieved through the Power Apps Mobile App, which is available for Windows, iPhone and Android devices. We provide you with a very well-integrated information system that is both economic to run, but more importantly easy and fast to change as new requirements emerge over time.

- **Power Pages Branding, UX and Accessibility Services**

We understand the need for solutions to be intuitive and user-friendly. Unlike many consultancies in this space we focus on user experience, and where appropriate, accessibility requirements. For internal users we focus heavily on ensuring the suitability and usability of the systems we implement and support, and the associated cultural change and training needs that must be met for genuine adoption and system success.

We have built up a library of reusable components to provide organisations with quick-ways to-develop solutions and easy to deploy templates to quickly align the look and feel of Apps and Power Pages with your brand guidelines. We have extensive knowledge of making the web content in Apps and Power Pages WCAG2.0 complaint to AA Standard to ensure accessibility for people with disabilities.

- **Power Platform Mobile and Canvas Apps**

Our expertise leverages our in-depth knowledge of the Power Platform and our team has an unrivalled depth of knowledge on the use of mobile applications to support your business data and help manage day to day tasks, goals and activities. Where required, we can provide apps that work offline, and synchronise data once back online.

- **Microsoft Power Automate**

Power Automate, formerly Microsoft Flow, is an online tool within the Microsoft Power Platform, used for the creation of automated workflows between apps and services to synchronise files, get notifications, and collect data.

Ashton Court uses the Power Automate tool to create workflows as part of the automation requirements gathered at the outset of and/or during a project. It is a powerful tool that allows you to connect many different Microsoft systems, such as Microsoft Dataverse, SharePoint, Word, Excel, Outlook, OneDrive, Azure, plus many other systems; for example, DocuSign, Twilio, and others. Additionally, we use the Power Automate tool to help in passing/sharing data between systems and using it as a helpful tool for data migration at the outset of a project.

Our Microsoft Data Platform Services

Ashton Court are experts at design, implementation, and support for Microsoft's Azure Synapse Analytics platform and the Azure Data Factory. This includes the use of Apache Spark, Data Bricks, Data Lakes, Azure SQL, and Azure Cosmos DB. Connect to multiple cloud and on-premise data sources to provide your business with a truly 360-degree view of your data. The Microsoft Data Platform provides a full integration, ETL and analytics platform to enable public sector organisations to move from descriptive to prescriptive analyses. Power BI can be utilised to create visually impactful, meaningful reporting and business intelligence. We provide a full range of Data Platform services, including:

- **Power BI, Azure Synapse Analytics and Azure Data Factory Solutions**

Using Ashton Court Data Services will help you understand which services within the Data Platform will be required for the organisation's reporting and analytics needs. We will provide advice transitioning to a data-driven position and assist in making a business case for implementation. Data strategy and governance underpin our approach and we can train your organisational staff members in Microsoft Power BI and Synapse.

Our Microsoft Automation and Integration Services

Ashton Court will provide your organisation with the capability to connect and automate your business applications. Our team are experts in using Power Automate, Azure Logic Apps and Dynamics workflows and plugins to automate complex business processes. We have extensive experience in integration with on-premise and cloud services and we were one of the first Microsoft Partners in the UK to provision Azure Data Factory Pipelines. Ashton Court delivers the following specialist service for Automation and Integration Services:

- **Microsoft Automation and Integration Services**

Using Ashton Court Automation and Integration Services will provide you with the ability to connect and automate your data. Ashton Court team members are experts at design, implementation, and support for integration services and in the use of Microsoft Automation tools within the Azure Data Factory, Azure and the Power Platform. This includes the use of Power Automate Flows, Azure Logic Apps and Data Factory Pipelines. We will work with you to ensure integration services align with your data strategy and governance utilising Azure Purview. Ashton Court will work in close partnership with you to

ensure key members of your team are trained in citizen developer tools within Power Automate.

Our Approach

We have differentiated ourselves in the marketplace by taking a holistic approach to service delivery, providing in addition to the technical solutions, consultative support for strategy development, programme management, training and adoption assistance and strong governance support for cloud solution implementations.

Our approach towards business transformation is based on the simple premise that successful change requires the coming together of three equally important components:

- Technology;
- Process; and,
- People.

We also recognise that transformation efforts all too often concentrate on the technical and process improvements to the exclusion of the people aspects of the change. Consequently, our approach to delivering new technology systems is deliberately heavily people-centred, since ultimately it is the people who use the system that make it successful.

Our breadth of expertise - from high-level management consultancy through to technical skills in the .NET platform - means that we are ideally placed to deliver business benefit through the provision of application integration services to medium and large businesses alike.

Onboarding and Offboarding

Ashton Court's on-boarding and off-boarding process is dependent on the specific requirements of the solution, and the delivery methodology agreed upon. At project inception, we work with customers to validate their project requirements and to determine the exact delivery plan. Offboarding activities are planned for as part of the project delivery planning, and usually involve, as a minimum, the definition of a mutually agreed exit plan.

Quality Assurance

Quality Management is an important aspect of our approach to delivery. Quality involves conducting reviews of the project at the end of every phase to ensure that deliverables, milestones, and overall delivery are maintained, and lessons learned are incorporated into the next phase.

Ashton Court has implemented and follows a quality management system that is externally accredited to meet the requirements of the ISO 9001:2008 Quality Management Standard.

Training

Various options are available for scheduling and delivering training, depending on your specific needs. Our approach is to ensure a knowledge transfer to end users of the systems we build so they can make changes to and further develop their own systems. With this in mind we will deliver training on how to build key elements within of the system and how to deploy and support them.

Training and skills transfer can be achieved in a number of ways:

- Formal training course
- On-the-job training and mentoring
- Joint work package assignments

- Specific mentoring programmes for the key individuals
- Topical workshops to stimulate joint learning.

We offer all the above training options, delivered on-site with your team as group or one-to-one training. During the inception activities of the project we will prepare and agree a training plan, to ensure users are able comfortably and productively to work with all relevant solution components. The Training Plan will identify the objectives, vision, approach, and delivery mechanisms for the training over the course of the project. Our training plan usually comprises some initial familiarisation training within the Planning and Detailed Analysis phases, as well as all training that will be delivered within the subsequent Design, Development and Deployment phases of the project.

Ordering and Invoicing

Please contact Ashton Court's Business Services Department to discuss arrangements for purchase orders and the completion of a Call-off Contract in accordance with the G-Cloud framework, which we will require prior to commencement of any project.

Payment terms:

- Implementation Consultancy Services are typically invoiced monthly in arrears from contract signing date.
- Ongoing Support Services are invoiced annually in advance from contract signing date.
- Standard payment terms are 30 days following issue of invoice using bank transfer.

Contact us on +44 (0) 1604 864781 or info@ashtoncourt.com.

Pricing

For pricing, please consult our pricing document, provided separately.

Service Management and Support

Our customer support processes are outlined below.

Our normal practice is to offer post project support through a retainer support contract. The amount of time allocated to the support contract is decided in conjunction with the customer towards the end of the implementation phase of a project. Support provided within a retainer contract is drawn down on a monthly basis, and for any difference between expected and actual usage to be rolled over to the following period.

In the first instance Ashton Court Helpdesk will endeavour to resolve all issues but should the incident require the support of other software or hardware providers, Ashton Court will utilise existing communication channels to escalate the incident and progress to resolution.

A dedicated account manager is included in the team structure. Our account manager has the necessary authority and empowerment to resolve matters quickly and efficiently on behalf of the company and be responsible for contract performance.

Ashton Court will engage with and manage all interactions with Microsoft and third-party vendors, if their support is required to analyse and resolve the problem, bug or request.

Support Process

Support requests (SR) can be raised by email, phone or via our support portal. The customer's support personnel will be granted a log-in to our support portal to generate new SRs and to monitor the status of ongoing SRs. Evidence to explain the issue, such as screenshots, error messages, can be attached via the portal or submitted by email. Each SR is assigned a unique ID, to help track the request throughout its entire lifecycle.

Response times to issues are dependent on the severity of the issue and have priorities assigned to them.

Performance is tracked and reported against agreed KPIs and status reports provided to the customer.

We will work with you to ensure enhancements are built correctly, to meet your requirements and integrate with existing customisations, where necessary. In addition, we will make sure all new development work and testing is undertaken in a timely manner.

We take ownership for resolving the reported issues, even when third parties are responsible for delivering the services. Escalation procedures are in place and using our Microsoft Partner service credits in a 'server-down' situation the support is provided on a 24-7 basis.

Generally, we would expect the time for complete recovery would be within six hours of the decision being taken. We know of no failure to date of the Microsoft 365 / Azure infrastructure that has lasted more than a few hours.

Service Levels

All our cloud support services include the services of a cloud support technician and escalation to a cloud services technical specialist if required. All our support agreements include the services of a technical account manager.

Support is available on weekdays from 09:00–17:30. Support requests should be raised after the customer's support diagnosis has been unable to resolve the issue and should include version information, exact steps to reproduce, expected behaviour and actual behaviour. This way, problem investigation can begin immediately.

Ashton Court will engage with and manage all interactions with Microsoft and third party vendors, if their support is required to analyse and resolve the problem, bug or request. Level 3 support requires a person who has specialised skills over and above the work that is provided at Levels 1 and 2. This support is usually required to solve complex issues that require deeper analysis, e.g. when an application stops working. To solve the problem, they will collect as much data as possible from the Level 2 support.

Incident / Fault Management

The objective of Incident Management is to restore normal service operations as quickly as possible. To do so, ensures minimal adverse impacts on customers, partners, suppliers and end-users. It also ensures that the best possible levels of service quality and availability are maintained.

Incident Management is planned and performed in accordance with established policies, procedures, and standards. Roles and responsibilities for managing the Incident Management process and procedures are defined, assigned, and communicated. Incident Management relies on the effective and efficient operations of other processes. There is a close interface between Incident Management, Problem Management and Change Management processes, as well as the function of the Help Desk or Service Desk.

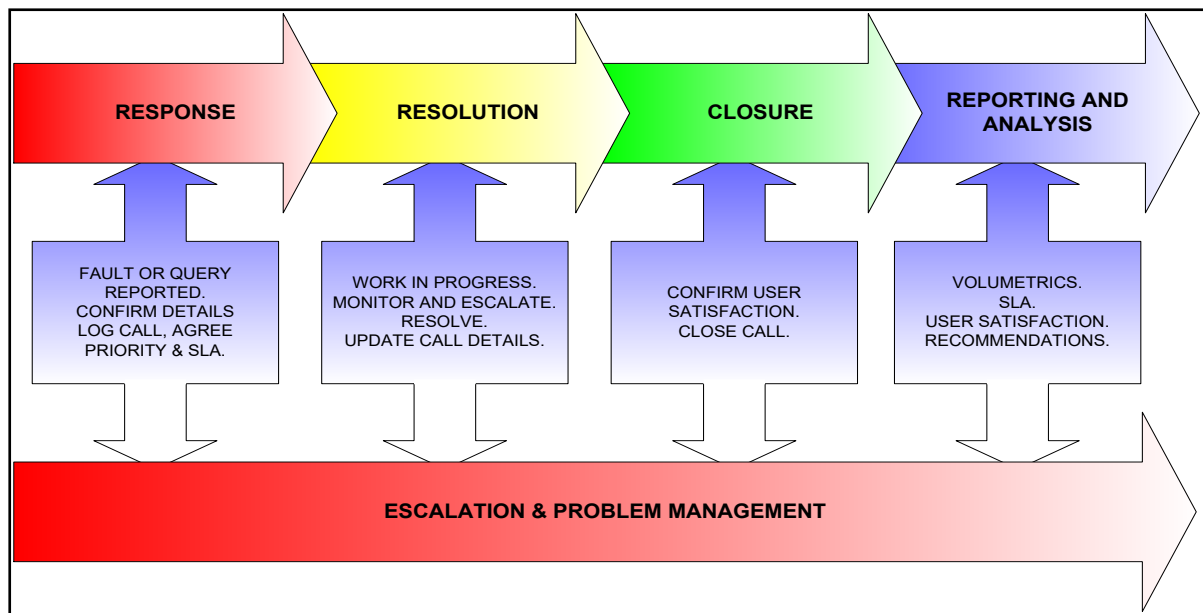
An Incident may be described as any form of contact with our Support Desk. The nature of incidents will be varied - they may be simple requests for advice and guidance, enhancement requests, bug reports or other system problems.

Incidents can be of a Critical, Important or Non-critical nature (see definitions below) that hinders the use of the system. Low priority requests can also be queries, requests for advice, or enhancement requests that the Customer would like to get a response on.

An incident can be raised by any member of the customer's internal 2nd Line Helpdesk directly with the Ashton Court Helpdesk. The incident can be raised by telephone, email or via our support portal. Our Support Desk will log the incident and respond within the agreed timeframe.

Ashton Court will provide access via our Support Portal for creating and updating Support Requests. The customer's Level 2 support personnel will be granted a log-in to generate new tickets for logging problems, bugs and requests. The underlying system will then assign a ticket to the request and communicate this back to the user. This will help him/her to track the request throughout its entire lifecycle.

The process for managing an issue from when it is reported to the Helpdesk to Closure is shown in the diagram below.



For incidents that cannot be resolved within the first call, the Ashton Court technician will give the Customer's representative an indicative resolution time and update this estimate as advised, at intervals within the Target Resolution Time.

Response Times

Response times to issues are dependent on the severity of the issue. The table below summarises our standard response times.

Priority Level	Incident Severity	Target Remote Response	Target Resolution	Escalation
1	Critical	4 Hours	8 Hours	Immediate
2	Important	8 Hours	2 Days	1 Day
3	Non-critical	3 Days	5 Days	2 Days
4	Low	5 Days	10 Days	4 Days

Ashton Court will always endeavour to resolve problems as swiftly as possible. We recognise that SLC's systems are key to its business and that any downtime can cost money.

However, Ashton Court is unable to provide guaranteed resolution times. This is because the nature and causes of problems can vary enormously.

In all cases, Ashton Court will make its best efforts to resolve problems as quickly as possible. We will also provide frequent progress reports to the customer.

Working hours are between 09:00 – 17:30. A Business Day is any weekday, excluding UK statutory holidays.

Prioritisation

When you report an issue to us and we create a ticket an initial assessment will be made on its priority. There are two factors we use when we prioritise tickets, impact and severity.

We gauge impact at 3 levels high, medium and low

HIGH Impact	MEDIUM Impact	LOW Impact
Critical – one or more major business processes are stopped.	Operational efficiency is degraded, but there is either a reasonable workaround or other users are unimpeded.	There is an easy and effective workaround, so this is more an irritation than a stoppage

Severity is measured in the same way as impact, high, medium and low.

HIGH Severity	MEDIUM Severity	LOW Severity
Whole organisation is affected.	Department or large number of users are affected.	One user or a small group of users is affected.

By combining these two grades we allocate a priority number to the ticket. High impact and high severity would be top priority. In our experience most issues fall into priority 4 – Low. The priority assigned dictates the amount of time we give ourselves to deal with your incident or request. Although low impact and low severity would be low priority we would still aim to fix the issue as soon as possible, it might just be queued behind other higher priority items.

Where SLAs cannot be met, we will agree compensation models (service credits) tailored to each customer's needs, for each KPI as required.

Support out of Normal Business Hours

Certain work will need to be undertaken outside normal business hours, including system upgrades, development migration from Sandbox to Production, to ensure minimum disruption to system performance for users. This type of work will be done remotely and will not usually need access to the customer's premises.

Access to a primary contact for the customer during any out of hours support e.g. by telephone, email and/or Teams is required.

For incidents that are in progress out of hours (17:30 – 09:00) support from Ashton Court will solely focus on service restoration for Priority 1 or Priority 2 incidents; the associated root cause analysis will be carried out within normal business hours. Problem management and request fulfilment is provided within business hours only.

Requests for support received outside of the hours of cover will be logged the next working day.

Emergency Onsite support will be provided by our consultants upon request.

Termination

Termination terms will be agreed individually with each customer, considering the cause and circumstances of the termination.

We will not terminate the G-Cloud service without prior customer consultation, in accordance with our mutually agreed contractual terms.