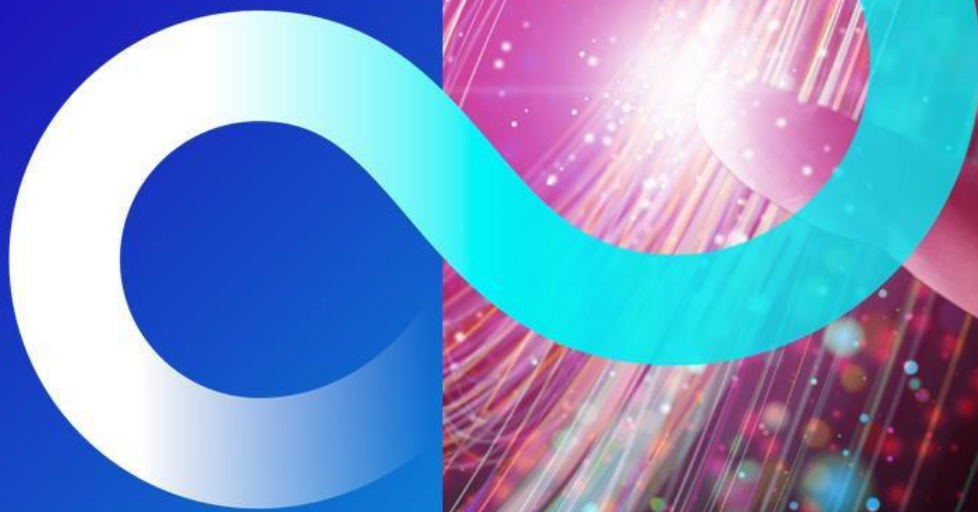


Service Definition

Process Optimisation

FUJITSU



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Process Optimisation Overview

To meet the changing demands of customers, organisations have increasingly complex business processes. The focus on delivering business goals can lead to internal processes being neglected, resulting in convoluted processes which offer poor value, waste time and cause frustration. Optimising these processes can reduce costs, time spent on administrative processes and increase an organisation's overall operational efficiency.

Fujitsu's Process Optimisation Service captures the existing process landscape, establishes their business context before identifying areas for improvement. Fujitsu Consultants then conduct detailed analysis and produce recommendations to derive maximum value for the organisation. We also encourage active participation from customer employee to facilitate knowledge transfer and embedding capability into the organisation. Fujitsu's five step Process Improvement methodology is:

- Define
- Analyse
- Measure
- Improve
- Control

Fujitsu's approach to Process Optimisation also applies the following delivery principles to maximise value for organisations:

- Focus on effectiveness over efficiency: Doing the right things, over doing things right
- Apply the theory of constraints every time: Because we can improve 50% of the processes and have NO impact on a company's performance
- Early and meaningful engagement with key stakeholders Including Security and the Business Process Owners
- Produce a draft Business Case and ROI for Process Improvement candidates

Service Delivery Approach

The Process Optimisation service is delivered in 4 stages, covering the Define, Analyse and Measure phases of the methodology. The Improvement Roadmap agreed as a deliverable of the last workshop is the prioritised recommendation for the improvement phase implementation (Quick hit improvements can be delivered during the course of the optimisation project). The Control phase of any improvement project is where the changes are embedded into the normal working of the customer's business and should occur continuously from improvement delivery onwards. This can identify when further optimization activities are needed

Kick Off, Scope Finalisation & Planning

Kick Off meeting where the joint project teams will come together to review:

- Project Scope
- Timelines
- Dependencies

This will ensure the project commences in a controlled way and create an understanding of the organisational context and strategic goals of the customer. The Kick off meeting will also agree focus business areas, candidate processes, Key Stakeholders, and initial meeting schedule.

Process Capture – high level and detailed process capture (2 weeks)

In project weeks 1 and 2, Fujitsu will conduct a number of interviews with stakeholders and further investigation to create a process inventory and simple enterprise architecture view.

In week 2, a prioritisation workshop would review the information gathered and agree a prioritisation to ensure maximum value /impact for the organisation. Fujitsu would use this information to create a Recommendations Roadmap.

Process Improvement Discovery – detailed process analysis (3 weeks)

Based on the prioritisation workshop decisions, a number of specific process areas are studied, and candidate improvements are created for the target areas. Up to 20 simple processes are studied during the 3-week period.

Process Improvement Discovery – 1 week, improvement actions roadmap

Based on the improvements identified, Fujitsu will create roadmap of actions and an impact assessment are created. These are then reviewed and completed in a joint workshop with key stakeholders.

Further phases of work to continue the improvement discovery work to further processes or new areas of the client business are to be agreed during the optimisation project.

Fujitsu shall provide the following resources to Client based on the pre agreed rate card.

- Engagement Manager – Working closely with the Client Sponsor to manage the overall engagement, attend key meetings and shape the project deliverables
- Lead Consultant – Working closely with the Client Project Manager to manage the day-to-day project, including the role of scrum master for agile sprints. Owns the preparation of the deliverables
- Business Analyst – Support resource responsible for the production of detail to support the deliverables
- SME Support – Focused support for key deliverables production, and detailed process production (could be fulfilled by different SMEs depending on subject area)

The Process Optimisation service is a six-week engagement and the average price for customers is approx. £70,000. This will be confirmed during discussions prior to the project taking place.

Service Deliverables

The following are delivered at the conclusion of the Activity:

- Process Analysis Summaries (Up to 20 simple processes)
- Technology Evaluation
- Impact Analysis based on identified improvements
- Process Improvement Roadmap recommendations.

Commercial

Ordering and invoicing Process

- We will commence delivery of the Service on receipt of a purchase order
- Fujitsu shall invoice for the Service plus any applicable taxes after delivery of all our products defined in the agreed Terms of reference. Any additional expenses shall be invoiced in the month after they have been incurred
- The customer will pay the invoiced amount in full within thirty (30) days of the date of each invoice (the "Due Date")
- If the customer has not paid Fujitsu an invoice by its Due Date, Fujitsu may charge interest on a day-to-day basis from the due date at the rate of 4% per annum over the Barclays Bank Base Rate until the payment is made in full
- The customer shall not be entitled to offset any sums owed by Fujitsu under any contract or dispute between the customer and Fujitsu against any sums that the customer owes to Fujitsu
- When remitting payment, the customer will include the applicable Fujitsu invoice that the payment applies to

Customer Termination

The Customer may terminate this Agreement (or any part thereof), at any time, for convenience by giving not less than thirty (30) days written notice to Fujitsu.

Supplier Termination

Fujitsu may terminate this Agreement (or any part thereof), at any time, for convenience by giving not less than thirty (30) days written notice to the Customer.

Consumer Responsibilities

Successful delivery of the Service is subject to the following dependencies upon the Customer:

- Appropriate communications and engagement within the Customer organisation
- Appointment of a single point of contact for the Service
- Any information available and required for the Service will be shared with Fujitsu during (or within 5 working days after) the Alignment Meeting
- Timely provision of ongoing data as requested by Fujitsu
- Timely access to appropriate/suitable resources
- Co-ordination and timely scheduling (and facilities) for workshops (and meetings), ensuring appropriate attendance and active participation

The Customer acknowledges that the timely and adequate compliance with the obligations above is essential to the performance of the Fujitsu Managed Innovation Service. Fujitsu will not be liable for any delay or deficiency in providing the Service if such delay or deficiency results from the Customer's failure to fulfil these dependencies. Should a delay to the Service result from the Customer's failure in relation to the above dependencies, for example, if there is not full attendance at the scheduled workshops, Fujitsu shall be entitled to amend the Service, Schedule and/or Charges with no liability and shall be entitled to charge Customer for any cost incurred as a result.

Should the Customer request (and Fujitsu agree) that Fujitsu consultants undertake any of the obligations described above Fujitsu reserve the right to amend the Charges.

Service Constraints

N/A

Service Exclusions

N/A

About Fujitsu

As one of the world's leading IT companies, Fujitsu is at the forefront of pioneering technology in the UK since we made our initial investment over 40 years ago. As a key strategic partner we deliver essential services, from our secure hybrid IT which underpins critical national infrastructure to our investment in emerging technologies to boost national capability. Drawing on our Japanese technology expertise we provide bespoke digital transformation solutions. This unrivalled expertise has allowed us to specialise in emerging focus areas; Hybrid IT, AI & RPA, Data analytics, Agile application development/transformation and Security. Together, we offer a full package of solutions to support the UK as a long-term industry supplier.

We believe in realising the significant alignment between the UK and Japan in emerging technologies and in creating a UK-Japan 'Innovation Bridge' to support the UK's science and technology superpower objectives. We are committed to investment in UK skills and research and development, driving customer outcomes and promoting social value. We employ 124,000 people around the globe, including around 8,000 people across the UK, promoting diversity and inclusion as a DWP Disability Confident Leader. We are recognised as a Times Top 50 employer for Women since 2017, a Stonewall Top 100 Employer for 2023 and were awarded an EcoVadis Silver Rating, the world's largest provider for sustainability ratings.

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