

DIGITAL TRANSFORMATION

RM1557.14 G-Cloud 14 (Lot 3 Support)



CCS Approved Supplier:

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Overview of the Service

Why DX?

Across all sectors, organisations are undergoing Digital Transformation (DX) - and no wonder. DX can empower your employees with always-available applications wherever they are, and engage citizens with IT platforms that deliver citizen centric outcomes and offer 24/7 access.

An effective DX strategy can deliver operational outcomes at lower cost, enabling you to adapt and support change through accelerated innovation. Authorities that digitally transform have enhanced agility, efficiency (for citizens and employees), and speed of innovation, and are rendered future-proof.



How Does DX Work?

Your DX journey starts with a strategic mapping workshop to confirm your organisation core objectives, and to identify how technology, people and process underpins them. From this session a target operating model is developed covering an array of technologies.

Cloud Transformation

We'll design and deliver a Hybrid Cloud solution that incorporates whatever your authority needs to deliver and maintain your critical application and data services, including legacy applications, Private and Public Cloud (e.g. Azure, AWS) and data centre storage.

As well as giving you whatever SaaS applications you require - whether that's CRM, Office 365, Unified Communications and Collaboration tools or a financial application - we'll also use application redesign to look after your legacy applications, nurturing those that are still good enough to use. (Many service providers won't offer this service.)

Service Transformation

We will help identify the target skill set to support the future operating model, and develop a managed service model focused on empowering and enabling your internal teams; the people that know your organisation the best.

Network Transformation

The successful delivery of your target Hybrid Cloud Transformation service depends upon your Network Transformation. It's a huge change going from a single location network to a distributed network, and there are many factors to think about. When it comes to the network, you need certain things to get maximum value from both your infrastructure and applications.

Here's where our Software Defined Network (SDN) comes in:

- ✓ High bandwidth is delivered by our Ethernet and Broadband services.
- ✓ Real-time application visibility and control is built in.
- ✓ Time to service is cut down by the latest automation tools.
- ✓ We are able to reduce complexity by overlaying our SDN solution over your existing network.
- ✓ Full security is intrinsic to our SDN.

Our SDN is built on our Software Defined Digital Platform (SD-DP) and DX Toolbox.

Software Defined Digital Platform (SD-DP) & DX Toolbox

Leveraging our rich portfolio of Infrastructure, Platform and Connectivity products, and Professional and Managed Services, DX Toolbox contains everything an enterprise needs for its DX journey. The underlay infrastructure for our DX Toolbox, and for your DX strategy, is provided by our Software Defined Digital Platform (SD-DP).

As David Wang, Senior Consultant with ITCOM Global LLC, has written:

"The Software Defined Digital Platform is made of core and edge computing and applications, SD-WAN bonded and virtualisation powered networking, and service chaining security solutions. Together they forge an integrated, intelligent, agile, secured, and cost-effective Digital Transformation (DX) stack for modern enterprises and institutions."

Exponential-e's SD-DP is exactly this, and - thanks to our DX Toolbox - much more.

Over the past three years, our DX Blueprint, powered by our SD-DP and DX Toolbox, has enabled more than 60 major DX programmes for leading organisations across private and public sector including Legal, Health, Financial Services, Media, Retail, Construction, Housing and Charities, and many more.



Full Stack

Overview

From underlay to applications, the full stack is our top-to-bottom DX infrastructure solution.

Exponential-e is the only SDN provider to offer overlay services for both SD-DC and SD-WAN.

Ideal For

- ✓ Rapidly growing businesses
- ✓ Service-orientated organisations
- ✓ Organisations with small IT teams
- ✓ Public Sector authorities

Challenge

- ✓ Overwhelmed or non-existent internal IT
- ✓ A need to offload the burden of 'keeping the lights on'



- ✓ Under significant pressure to reduce costs, increase
- ✓ Efficiency and deliver better outcomes
- ✓ Struggling to manage multiple IT services - e.g. Clouds,
- ✓ LAN / WiFi, Cyber Security, Unified Communications and
- ✓ Networking

Solution

- ✓ Infrastructure that integrates applications and enables
- ✓ End-to-end resilient delivery of critical systems
- ✓ 24 x 7 Managed Services, service management and
- ✓ Technical account management
- ✓ Proactive Cyber Security enhancements
- ✓ IT Transformation and ongoing consultancy

Internet Offload & Internet First

Overview

Clear network congestion with SD-WAN through offloading of lower priority traffic and improved performance of Internet based SaaS applications.

Ideal For

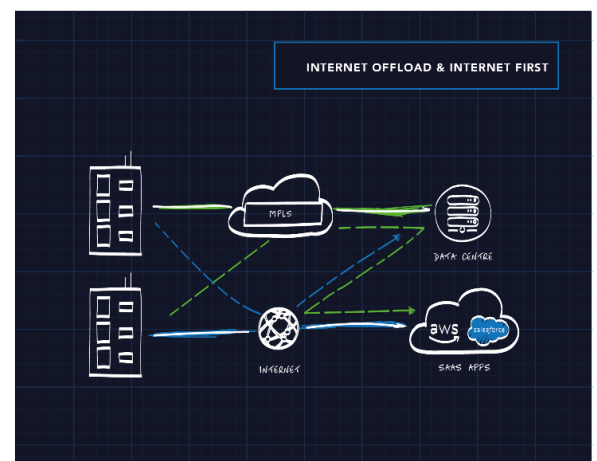
- ✓ Global organisations
- ✓ SaaS applications
- ✓ Public Sector authorities

Challenge

- ✓ Regional Internet Access requirements creating congestion on WAN, impacting corporate and application traffic

Solution

- ✓ SD-WAN enables application-based routing and control policies to shape traffic
- ✓ Enable internet to be offloaded locally to economise WAN traffic



Seamless Transition

Overview

Seamless Connectivity enables swift, frictionless transitioning of legacy systems into our SDN platform.

Ideal For

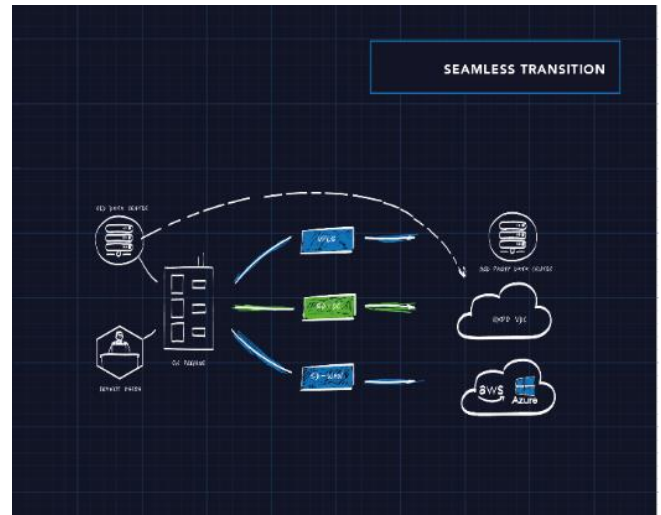
- ✓ Businesses with legacy applications
- ✓ 'Lift and shift' of existing applications / Virtual Machines into Virtual Data Centre
- ✓ Those with limited migration windows
- ✓ Public Sector authorities

Challenge

- ✓ Need to move critical legacy applications without downtime
- ✓ Critical business systems running on end-of-life hardware
- ✓ Need for increased operational and end-user satisfaction
- ✓ Short timescales to vacate premises

Solution

- ✓ Extend existing networks into Exponential-e's Platform
- ✓ Minimal downtime via Replication based migration
- ✓ Controlled, project-managed end-to-end process



Unified Cloud Experience: Overlay

Overview

Enhance your user and application experience with private, optimised Connectivity on our SD-DP.

Ideal For

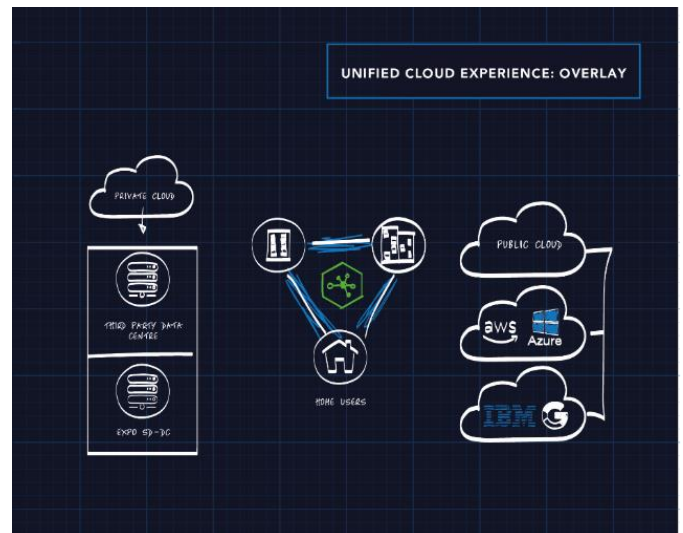
- ✓ Mergers and acquisitions
- ✓ Hybrid Cloud consumers
- ✓ Public Sector authorities

Challenge

- ✓ Business has multiple disparate IT services
- ✓ Not optimised for user experience

Solution

- ✓ Enables users to access core Cloud services over Software Defined Digital Platform (SD-DP)
- ✓ Enterprise end-to-end Connectivity to Public Cloud providers
- ✓ Securely merging disparate IT services



Security Compliance & PCI

Overview

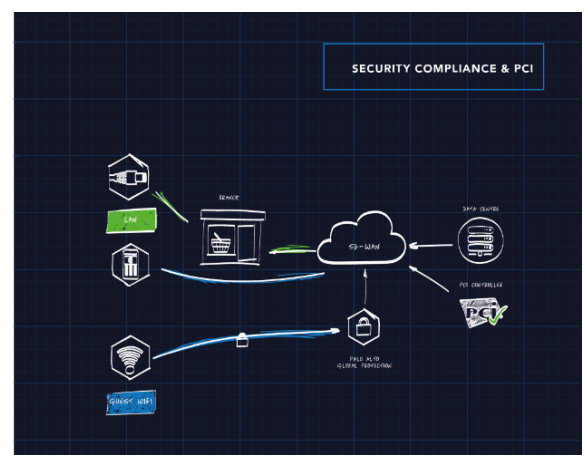
Harness SD-WAN to meet your industry's stringent requirements and regulations.

Ideal For

- ✓ Retail businesses
- ✓ Public Sector authorities

Challenge

- ✓ Adapt technology to meet industry and sector regulations
- ✓ Meet corporate governance and traffic separation requirements



Solution

- ✓ SD-WAN provides centralised policy management for traffic
- ✓ SD-WAN enabling traffic offload to secure gateways
- ✓ Deploy solutions from top-down for governance and compliance

Distributed Workforce

Overview

Quickly / securely converge new sites into your corporate network with the power of SD-WAN.

Ideal For

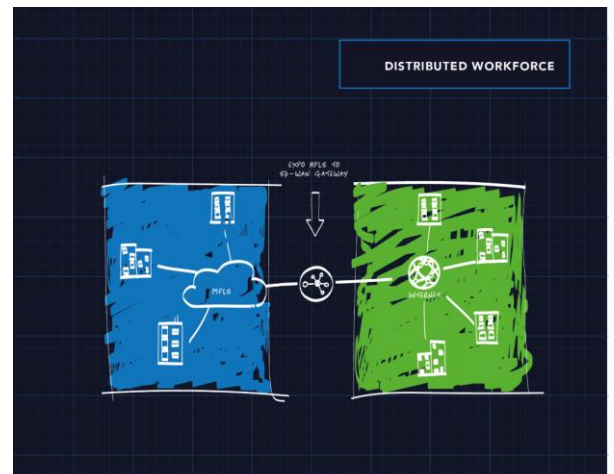
- ✓ Organisation mergers and acquisitions
- ✓ Organisations requiring ability to deploy branch sites swiftly
- ✓ Public Sector authorities

Challenge

- ✓ Need to rapidly converge disparate network environments
- ✓ Need to connect a new branch site to corporate WAN at short notice

Solution

- ✓ SD-WAN enables swift convergence of new sites with existing infrastructure
- ✓ Sites can be brought online quickly and securely over local connectivity



About Exponential-e

Introduction



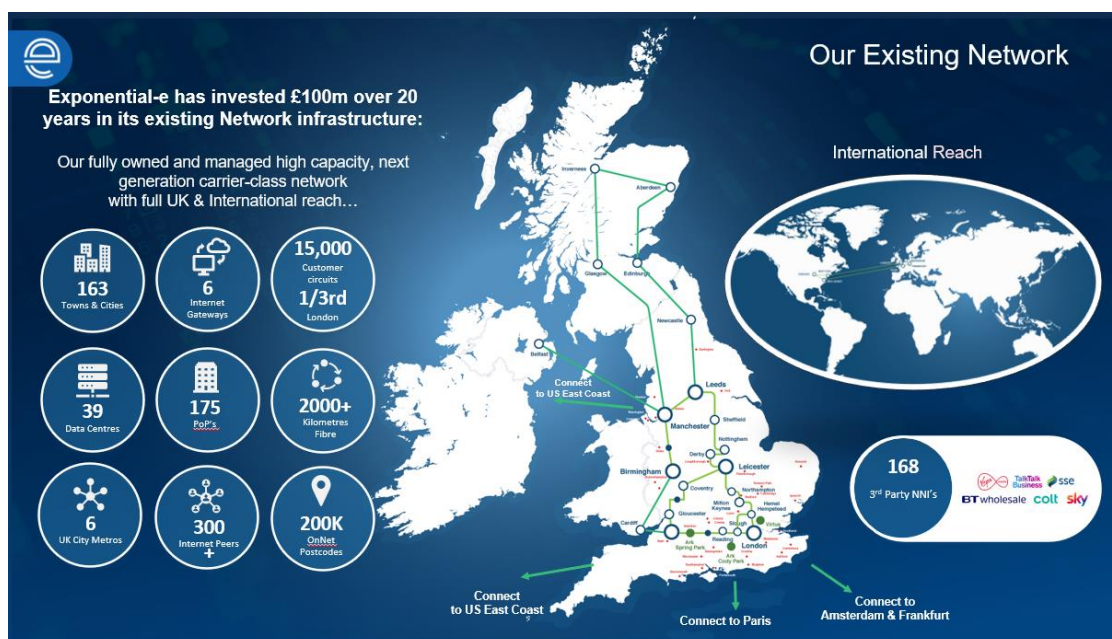
Founded in 2002, we are an award-winning, privately owned British Cloud and Connectivity provider. The majority owner, CEO and founder of the company - Lee Wade - is still at the helm of Exponential-e and demonstrates the same passion for our customers, service innovation and business as he did at our inception. We pride ourselves on

delivering super-fast, low latency Connectivity, flexible and resilient Cloud solutions Unified Communications, Cyber Security and world-class IT Services. Organisations from all sectors of the economy run critical services underpinned by our technological innovations. We deliver leading-edge solutions to over 3,300 customers in every vertical sector.

Our Network

Exponential-e's own Cloud infrastructure is fully integrated with our 2Tb Gigabit Carrier-Class Ethernet Network, utilising premium grade enterprise compute, and is supported by our UK based 24 / 7 x 365 Customer Service Desk to deliver a non-stop compute platform to you and your end users.

What differentiates us from the competition is how we utilise our own network to deliver multiple services over one connection, with 100% Network visibility and control, and the cost efficiencies this provides our customers. Our fusion of complementary technologies, a carrier-class network and Cloud infrastructure, means we can deliver enterprise applications at super-fast, low latency, with an end-to-end SLA, for a superior end-user experience.



Our Accreditations

We support the security and compliance standards of the Public Sector by embedding our compliance certifications into our Business Management Systems. We support the security and compliance standards of the Public Sector by embedding our compliance certifications into our Business Management Systems.



Public Sector Framework Presence

Exponential-e are an experienced supplier on a number of UK Public Sector frameworks, and are adept at guiding operational, technical and procurement teams through the various routes available for consideration when buying goods and services from our organisation.

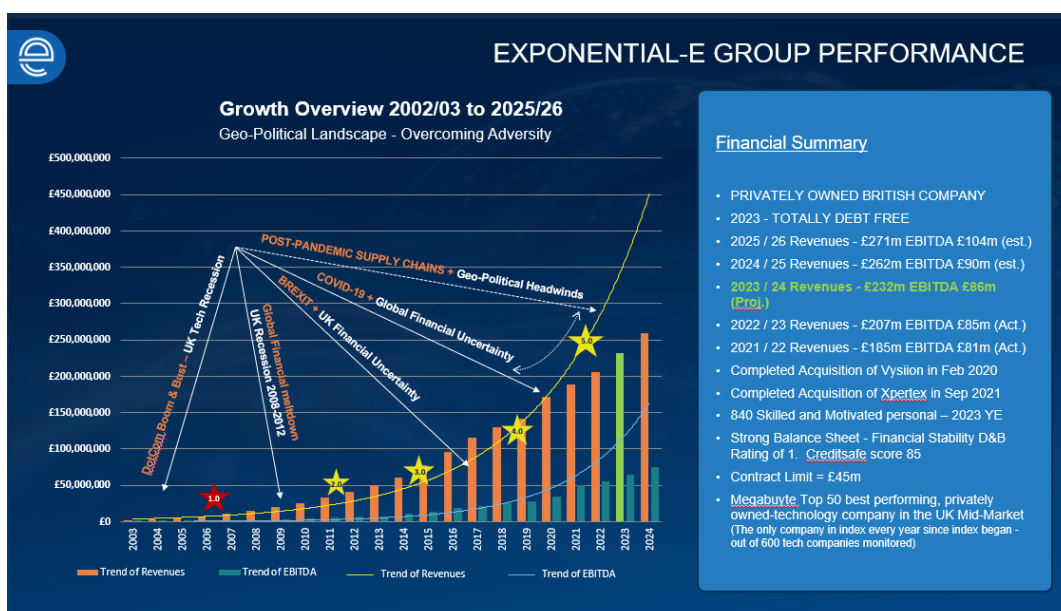
Our Promise

Our brand promise is to 'Constantly exceed expectations with innovation and service'. In order to achieve this, we promise to deliver the following:

- ✓ **Customer Service Excellence:** Our first priority we never compromise on, this culture spans across every department and is championed by every board member
- ✓ **Trusted Supplier:** A reliable and fully owned carrier-class network, with pro-active support from our 24 x 7 x 365, fault find and fix Service Desk, and verified financial stability inspire customers' confidence in us

- ✓ **Technical Capability:** Working within nine international ISO and British Standards, we design, manage and support customers' complex, bespoke network, Cloud and Voice requirements
- ✓ **Applied Innovation:** Ensuring customers' businesses remain at the leading edge with a dynamic approach to investment, R&D and innovation, and consistently delivering industry firsts.

By the start of FY2023, our turnover had reached approximately £232 million and ongoing recruitment activity meant that we had over 840 employees. Our success is driven by the quality of service we provide and is underpinned by investments in people and infrastructure that enable us to deliver on our brand promise.



Exponential-e's Approach

Our approach is based on a partnership philosophy, ensuring we deliver high quality, competitive services. In keeping with this, our technology solutions provide cost-effective connectivity, future-proof networking and uncompromising customer support. Our approach is designed so that there are no hidden extras from you. From the initial point of contact, including technical consultancy, project management and on-going customer support, we are entirely transparent about our work and the costs involved.

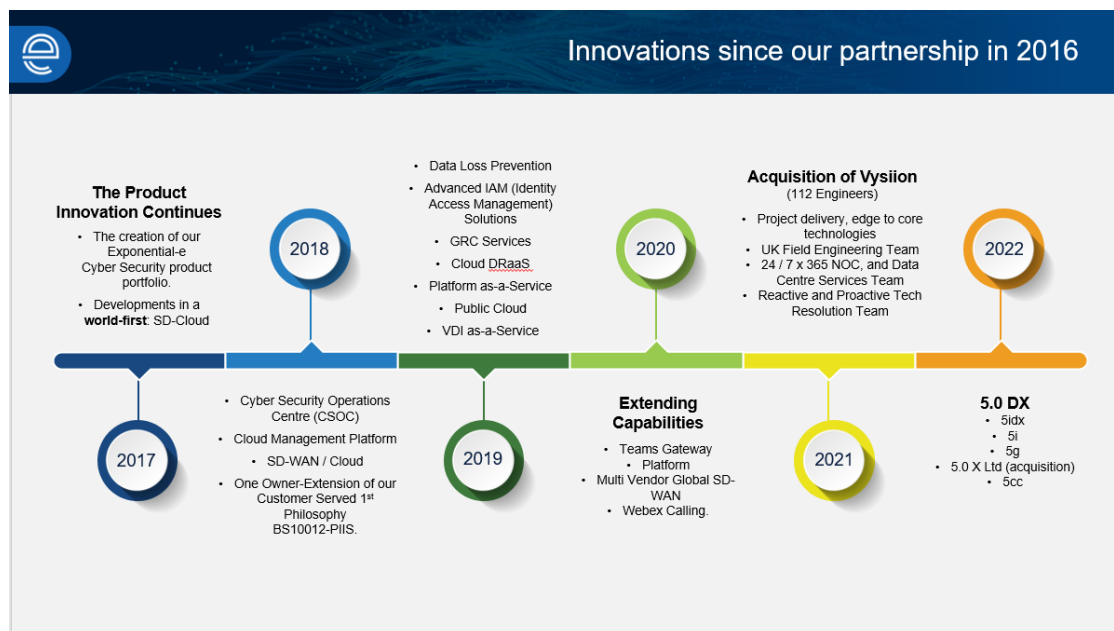
To maximise the value for money customers receive, we constantly challenge the performance of the service through 24 x 7 x 365 monitoring and management via the Exponential-e Service Desk, feeding back at monthly service reviews that constantly benchmark your expectations. During these reviews, we propose and implement continuous improvement targets for service levels and cost efficiency. On award of any contract, we analyse the service required and explore how we will improve the services year-on-year.

Thought Leadership and Applied Innovation

We have a long history of technical innovation from our inception in 2002, as the timeline images below illustrate:

With 'applied innovation' at the heart of our company, our success has been to continually deliver the benefits of technical innovation to our customers. For example, we were the 1st UK service provider to offer internet over Ethernet in 2002, and the 1st service provider in Europe to deliver Virtual Private LAN Services (VPLS) in 2006. Consistently, we have led the market in innovation and commercial engineering to transform our customers.

We have an entire team devoted to seeking out new products, features and enhancements. We pride ourselves on our ability to generate, identify, and deploy the latest technologies. Our commitment to innovation has seen us develop pioneering new products and services for our customers and deliver all manner of industry firsts. We will constantly keep you informed of new technologies that ensure you remain current and knowledgeable as to innovative solutions and best practices. The most effective means of doing that is during our regular Service Management review meetings; the reviews will take place on a monthly or quarterly basis, or upon request. These sessions are used to understand your requirements, address any current service issues, and for our team to update you on new market trends or technologies our researchers have identified.



You will have the opportunity to attend regular events that provide an opportunity to speak with our subject matter specialists and to exchange ideas and experiences with other Exponential-e customers. We are firmly committed to listening and collaborating with our customers, and partners, in order to deliver innovative technical solutions that drive tangible business benefits.

You will also be sent updates from our marketing department, highlighting new features or services available in the market. New products, features or services that we feel are well suited to our customer's infrastructure, or will benefit their IT environment, will be brought to their attention. Initially, many of our customers adopt our WAN solution and are often keen to complement this service with our Cloud, IT and Voice services.

Meeting our Brand Promise

For over 20 years we have focused on building trusting relationships with our customers by placing service excellence at the heart of our operations. Key to our success is the development and sustainment of effective working partnerships through regular service review meetings, proactive management and - most importantly - continually seeking to improve the services which will be delivered.



In order to ensure that we are continuously improving, we benchmark customer satisfaction which provides us with the analysis to improve. Measuring our customer satisfaction is achieved through our Net Promoter Score and our Voice of the Customer Programme.

Our current 3 monthly rolling NPS score is more than double the UK Industry average.

Our Voice of the Customer Programme gives you the opportunity to provide real-time feedback by simply clicking on one of four icons on each Exponential-e employee's email-signature (Gold- Excellent, Green- Good, Amber- Could have been better, Red- Poor).

These awards are all testament to our solutions and achievements in innovation. Details of our other awards can be found on our website.

Meeting our brand promise through customer service excellence is embedded into our culture; anytime our customers recognise our people doing well, we reward this throughout the business. At Exponential-e, we're committed to service excellence and are empowering our people to deliver it.



Our Capability

Fibre Infrastructure: Design, Planning and delivery of private fibre assets throughout the UK. From Telecoms to windfarms . . .

Network Platforms: Owned and operated infrastructure underpinning all services end to end

Multi-Cloud Platforms: Full Multi-cloud capability with cloud management platform and software network integration

Managed IT Services: Full 24/7 365 IT Outsource full stack capability with multi-discipline across key technologies

NOC Service Desk 24/7: Full SIAM shared or dedicated NOC/service Desk – delivered via UK based personnel 24/7 365.

CSOC 24/7: SIEM with integrated threat management delivered via UK personnel 24/7 365.

Professional Services: Consult, Advisory, Design and Transform services for digital transformation.



Our Capabilities



End User Engagement



Cloud Management Platform



Software-Defined Tech



Multi-Cloud Capability



Digital Transformation Team



Cyber Security

EXPONENTIAL-E CAPABILITIES



Unified Comms & Contact Centre



Network Reach



Migration Skills / Tools



Professional Services



Managed IT Services



Managing Legacy Systems

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