

# G-CLOUD 14 SFIA DAY RATES

RM1557.14 G-Cloud 14 Pricing



 HM Government  
G-Cloud

Crown  
Commercial  
Service  
Supplier



ISO  
9001  
Quality  
Management

ISO  
27001  
Information Security  
Management

ISO/IEC  
20000-1  
Information  
Technology Service  
Management

CSA STAR  
Cloud Security

ISO  
22301  
Business  
Continuity  
Management

ISO  
50001  
Energy  
Management

ISO  
14001  
Environmental  
Management

BS  
10012  
Data  
Protection

ISO  
27017  
Security Controls  
for Cloud Services

## CCS Approved Supplier:

RM1557.14 G-Cloud 14, RM3764.3 Cyber Security Services 3 DPS, RM6116 Network Services 3, RM6100 Technology Services 3, RM1043.8 Digital Outcomes (DOS) v6, RM6095 Gigabit Capable Connectivity DPS, RM3825 HSCN DPS, RM6094 SPARK DPS



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# SFIA Day Rates

	Strategy & Architecture	Business Change	Solution Development & Implementation	Service & Project Management	Procurement & Management Support	Client Interface, 24/7/365 Service Desk & Incident Mgt
Follow	£488	£488	£488	£488	£488	£488
Assist	£584	£584	£584	£584	£584	£584
Apply	£646	£646	£646	£646	£646	£646
Enable	£753	£753	£753	£753	£753	£753
Ensure/Advise	£977	£977	£977	£977	£977	£977
Initiate/Influence	£1,143	£1,143	£1,143	£1,143	£1,143	£1,143
Set Strategy/Inspire	£1,341	£1,341	£1,341	£1,341	£1,341	£1,341

## Standards for consultancy day rate cards

- ✓ Consultant's working day: 8 hours exclusive of travel and lunch
- ✓ Working week: Monday to Friday excluding national holidays
- ✓ Office hours: 9:00am to 5:00pm Monday to Friday
- ✓ Travel, mileage subsistence: Included in day rate within M25. Payable at department's standard travel and subsistence rates outside M25
- ✓ Mileage: As for travel, mileage subsistence
- ✓ Professional indemnity insurance: included in day rate

# About Exponential-e

## Introduction

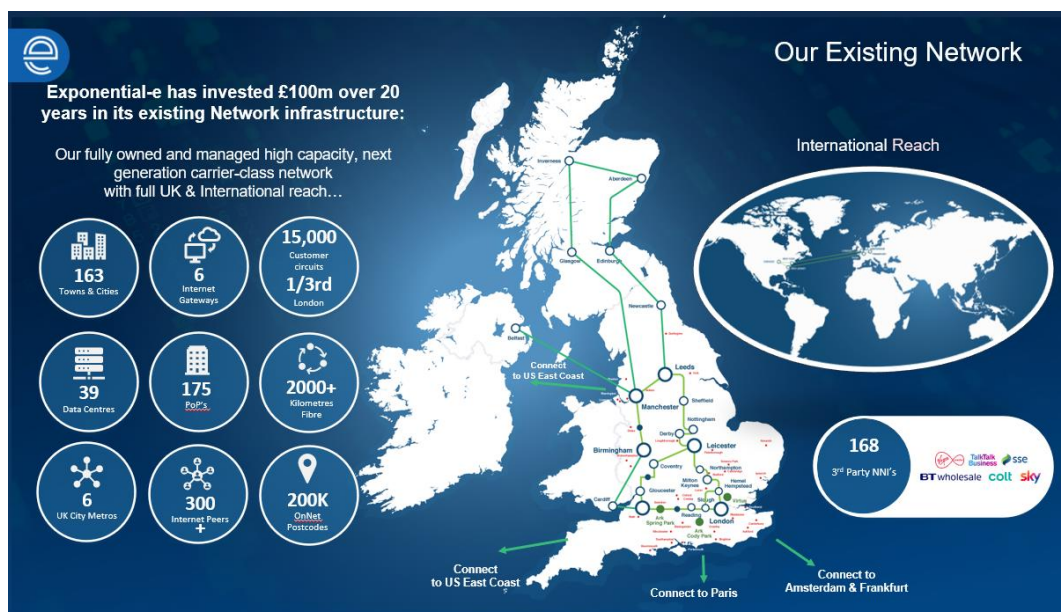


Founded in 2002, we are an award-winning, privately owned British Cloud and Connectivity provider. The majority owner, CEO and founder of the company - Lee Wade - is still at the helm of Exponential-e and demonstrates the same passion for our customers, service innovation and business as he did at our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

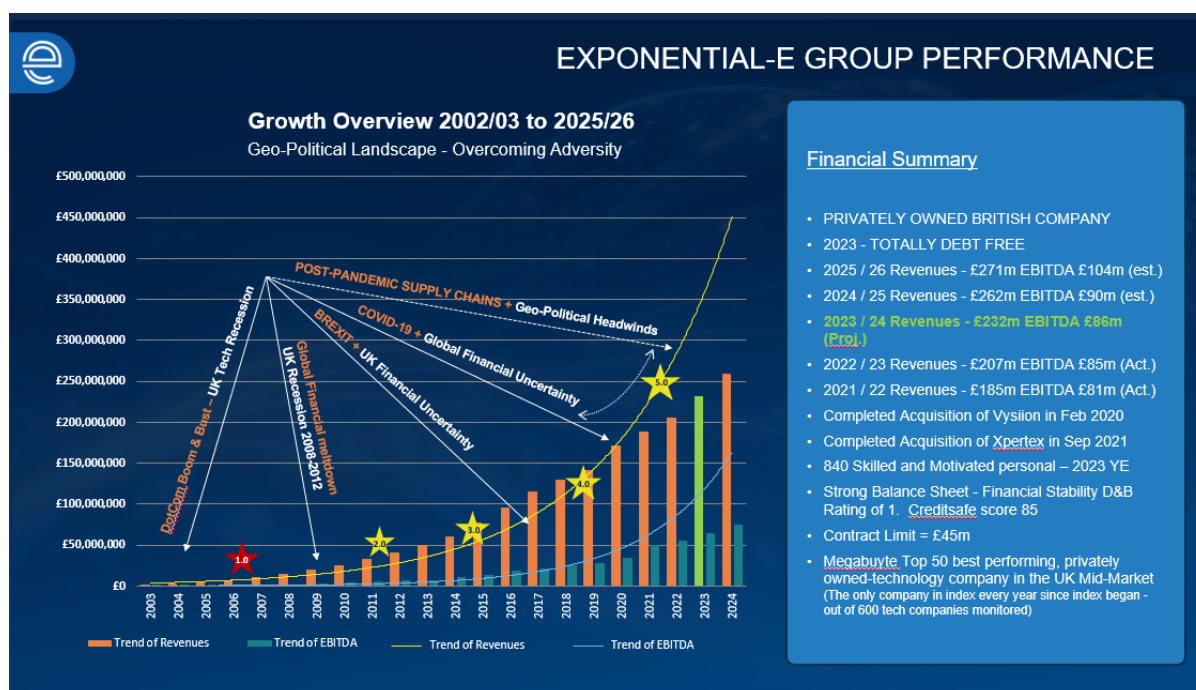
## Our Promise

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

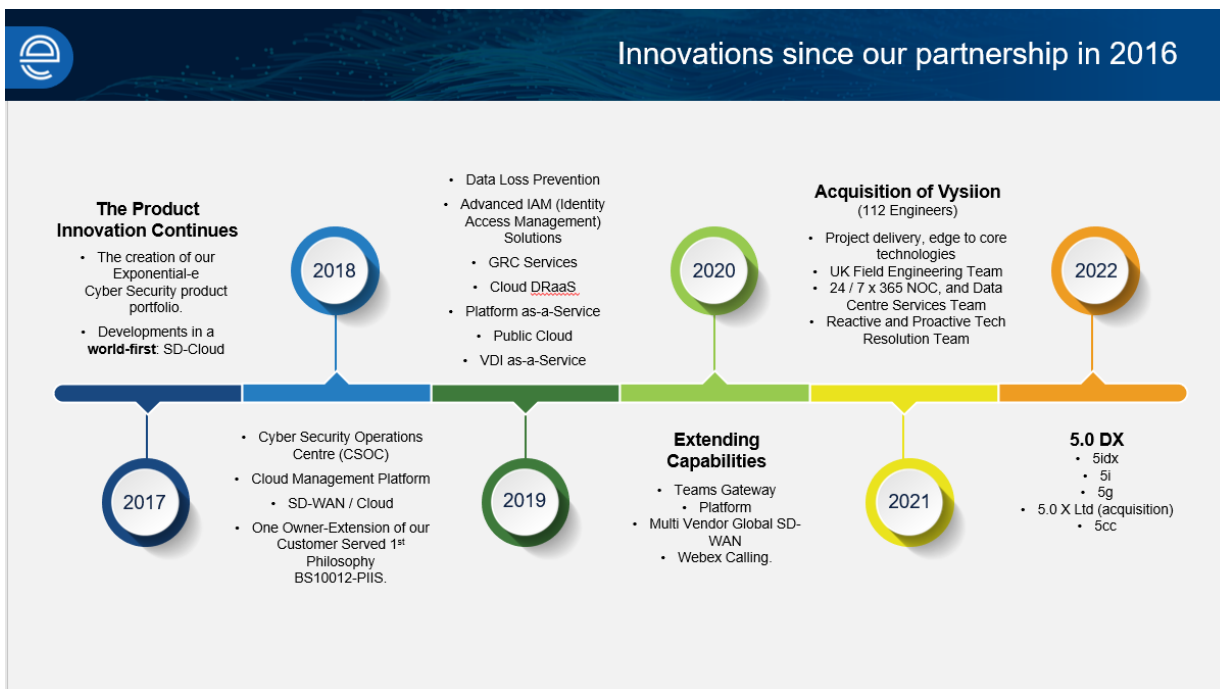
Our approach is based on a partnership philosophy, ensuring we deliver high quality, competitive services. In keeping with this, our technology solutions provide cost-effective connectivity, future-proof networking and uncompromising customer support. Our approach is designed so that there are no hidden 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 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



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.