

G-Cloud 14

Service Definition Brochure



Powering the **people** behind
tech and **innovation**

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Introduction to FDM



Why Choose FDM?



FDM Service Offerings



About FDM Group

We are a global consultancy powering the people behind tech and innovation for over 30 years. We help our clients stay ahead of the latest tech trends and thrive in a rapidly changing world.

With centres across Europe, Asia and North America, FDM provides high-value, cost-effective and low-risk IT and cloud-based services to over 350 clients worldwide, in industries such as finance, insurance, media, central government and wider Public Sector retail, transport, energy and not-for-profit. With over 5500 employees worldwide we are one of the largest IT consultancies companies in the UK.



Key Highlights

5,500+

Global headcount

3,000+

New careers launched annually

30+

Years of expertise

10+

Years of experience in the Public Sector

350+

Clients worldwide

40+

Public Sector partnerships

£30m

Annual investment in net new talent

Ranked

34th

In Social Mobility Foundation Employer Index (UK)

657

University events attended in 2023

FTSE4Good

Recognised business

Ex-Forces

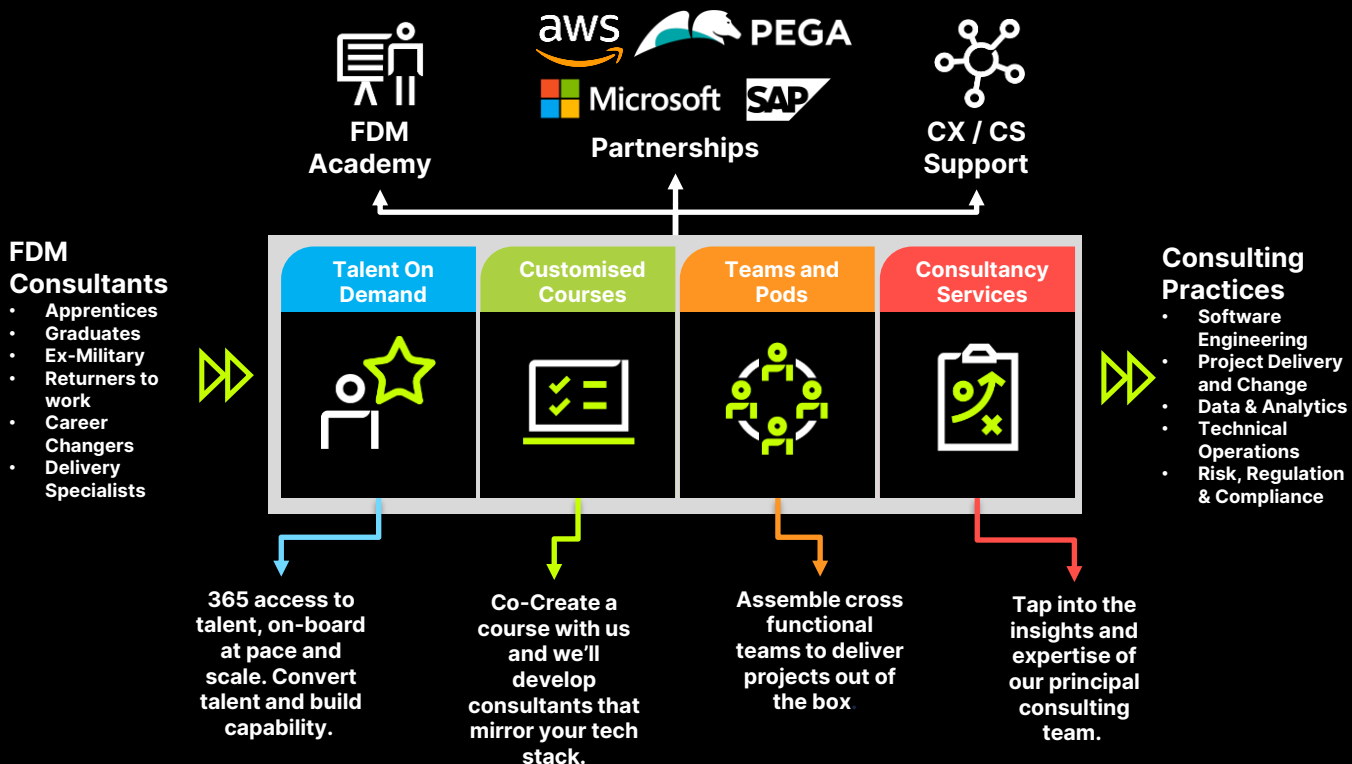
British Ex-Forces in Business Awards: Military Values and Business Award

DE&I

West Yorkshire Apprenticeship Awards: Diversity & Inclusion Programme Winner

Our Business Model

FDM Group's innovative business model focuses on merging talent with technology, offering training and career opportunities in the tech industry. By targeting under-represented groups and those facing entry barriers, FDM bridges the digital skills gap and introduces fresh talent to the market. The company sources candidates from diverse backgrounds, including apprentices, graduates, career changers, and veterans, ensuring inclusivity. Participants receive 6-14 weeks of accredited training before joining FDM's client network. Additionally, FDM aids clients in enhancing their teams' diversity and capabilities by transitioning talent to permanent roles after two years, at no extra cost, fostering a sustainable talent pipeline in technology.



Our Work Across Public Sector

FDM has become a trusted partner of over 40+ government departments and public sector organisations across Government Digital and Data professions such as, Security, Project Delivery, Policy, Operations, Government Finance, Data Analysis, Government Commercial and more.

We have been engaged to support Public Sector clients with the rapid deployment of teams to delivery comprehensive cloud services addressing acute digital skills shortages whilst building scalable, longer-term pipelines of diverse digital talent across their UK sites.

Public Sector in numbers:

40+

Public Sector
Partnerships

2,000+

All-time
number of
consultant
deployments

400+

FDM consultants
transitioned to
the civil service

10+

Years of
experience &
expertise in
Public Sector


Levelling Up

By lowering the barriers to entry into our programmes, we support local talent attraction in social mobility cold spots and areas of depleted digital talent.

Through our innovative approach to learning and upskilling, we support the Government's Levelling up agenda by supplying local re-skilled and upskilled talent to augment into your workforce.

Where this has been particularly successful is leveraging our local hiring and upskilling model to provide the clients with digital talent within close proximity to offices.

Specialist Skills, Strategically Delivered

Our five Practices comprise teams of subject matter experts, coaches and consultants with the proven ability to develop highly skilled talent to support Cloud Services.

The practices include Software Engineering, IT Operations, Data and Analytics, Change and Transformation, and Risk, Regulation and Compliance. Each practice is made up of teams of subject matter experts, skills coaches and consultants that operate within a culture of learning and career development within FDM's Skills Lab, to ensure clients receive the best expertise and service possible. By taking a holistic and cross-functional approach to learning, FDM consultants are equipped to step into various roles post-training, demonstrating increased agility, resilience and comprehension of wider business strategy.

Software Engineering

Change & Transformation

Data & Analytics

IT Operations

Risk, Regulation & Compliance

Skills

<ul style="list-style-type: none">• Java, C#, Python• Angular, React, NodeJS• JavaScript, CSS• Selenium, Cucumber, Junit• Azure, AWS, GCP	<ul style="list-style-type: none">• Analysis• Strategy• Planning• Process improvement• Requirements engineering• Risk management	<ul style="list-style-type: none">• Excel, SQL, Python• Power Platform• Data management• Data warehousing• RPA• Data engineering	<ul style="list-style-type: none">• Database management• Software and hardware• Incident management• Trouble shooting• Problem solving	<ul style="list-style-type: none">• Data analysis• Risk management• Compliance• Team management• Process improvement
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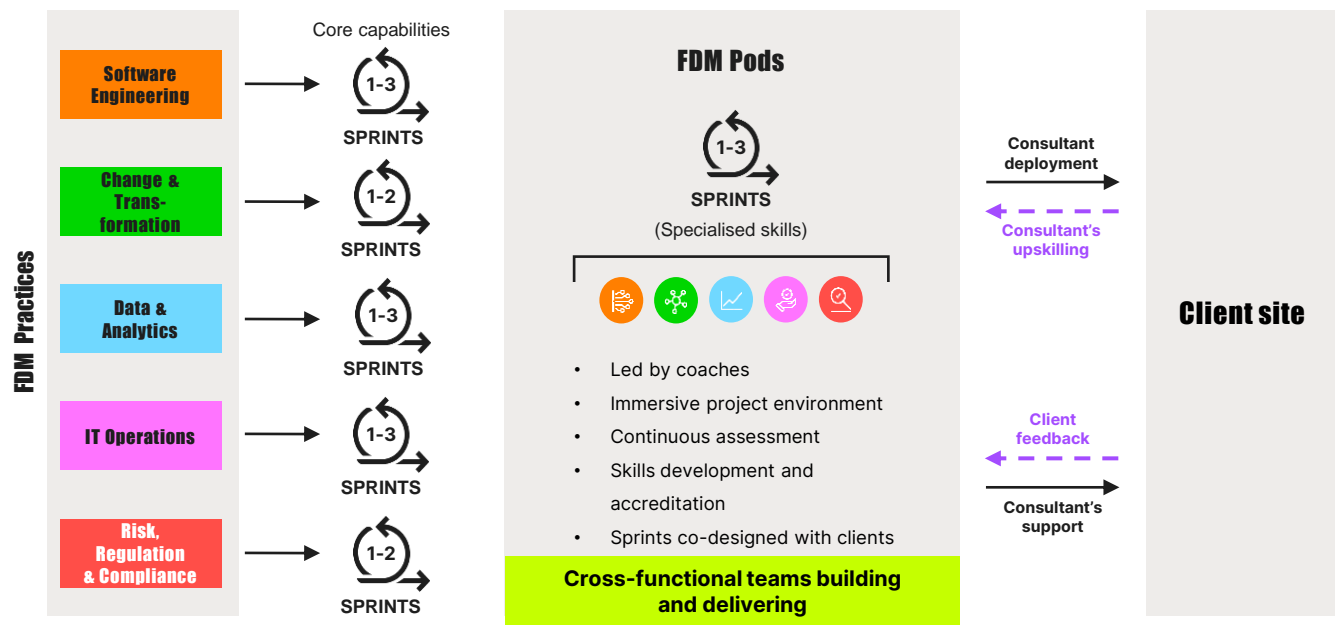
Indicative Consultant Roles

<ul style="list-style-type: none">• Full Stack Cloud Developers• Cloud Quality Assurance Engineers• Automation• DevOps• Cloud Engineers	<ul style="list-style-type: none">• Programme Managers• Cloud Project Managers• Product Managers• Change Managers• Cloud Business Analysts• Scrum Masters	<ul style="list-style-type: none">• Cloud Data Analysts• Business Intelligence• Cloud Data Engineers• Cloud Data Governance• Cloud Data Architecture• RPA	<ul style="list-style-type: none">• Cloud Application Support• Cloud Infrastructure Support• Service Desk Support• SOC Analysts• Cyber Security Analysts	<ul style="list-style-type: none">• Compliance Analysts• Audit• Risk Managers• Governance Managers• Policy Analysts
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FDM Skills Lab

FDM Skills Labs expand upon the core capabilities supplied from the FDM Practices by moving consultants into FDM Upskilling Pods. These Pods are cross-functional, heuristic environments for experiential learning, giving Consultants from each practice the opportunity to work alongside those from different specialisms and to hone their practice-relevant abilities. This helps to develop a comprehensive view how those from other Practices contribute towards the delivery.

The Skills Labs utilises a skills-based approach, assessing the practical competencies demonstrated throughout the Pod. This ensures Consultants have the practical skills required throughout the delivery of cloud services.



Coaches

Personalised 1-1 coaching from 250+ industry practitioners



Specialist sprints

Develop depth and role specific skills



Core sprints

Build breadth of practice wide skills

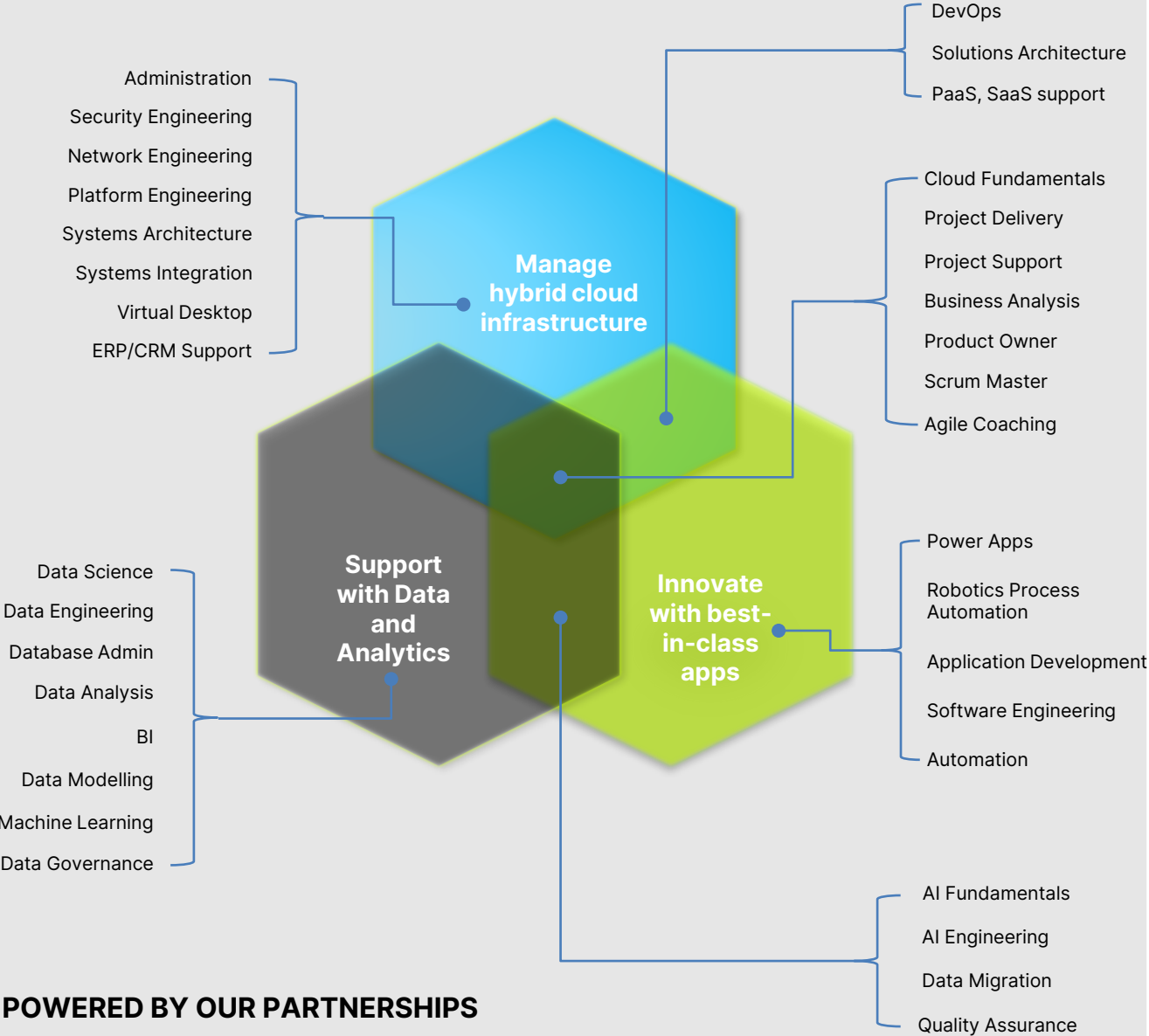


Quality Gates

Individual Skills Assessment in each sprint cycle

Our Capability Within Cloud Services

Drawing from our five practices, we can rapidly build and deploy entire teams as well as supporting with individual resource augmentation to provision a wide range of cloud-based services. Our Service Delivery Managers and Subject Matter Experts will work with you to understand your needs before shortlisting the best people with the most relevant skills to support with service delivery.



POWERED BY OUR PARTNERSHIPS



Powered by our Partnerships

As a leading Workforce Development Partner for cutting-edge tech firms, we specialise in crafting bespoke upskilling initiatives aligned with cloud-based trends and future demands. Our seasoned in-house coaches offer hands-on expertise, seamlessly blending theory with practical cloud application insights. We prioritise comprehensive learning and certification support, empowering individuals and client enterprises to excel in cloud technologies.

What truly distinguishes us is our emphasis on creating immersive training environments that replicate real-world cloud scenarios, fostering confidence and career advancement. With adaptable solutions covering cloud architecture, DevOps, AI, and security, we cater to diverse business objectives and cloud ecosystems. Beyond training, our mission is to propel growth and innovation in the cloud industry by arming professionals with the skills to spearhead technological progress and drive organisational success.

Key partners



Microsoft

The collaboration between FDM Group and Microsoft represents a shared vision for fostering innovation and advancing cloud-centric digital transformation. This partnership capitalises on the strengths of both organisations to deliver all-encompassing cloud solutions that empower individuals, businesses, and communities to flourish in the digital age.

We offer training programmes that are in line with Azure's certification pathways, ensuring that our consultants can obtain valuable certifications that are globally recognised.



We are an Authorised Training Partner for AWS. Together we develop AWS consultant talent to support our customers.

Through the FDM Skills Lab, our AWS certified FDM Coaches deliver learning programmes through sprints and project-based learning. This ensures our consultants can hit the ground running on day one with your business, whilst providing the opportunity for you to collaborate and customise their programmes to your needs.



AWS Authorised Instructors
In-house AWS Certified Coaches and access to AWS training resources



AWS Skill Builder
Digital Assets by AWS



AWS JAM
Practical learning and skills validation

Services Designed for You

1 Build Talent For the Future

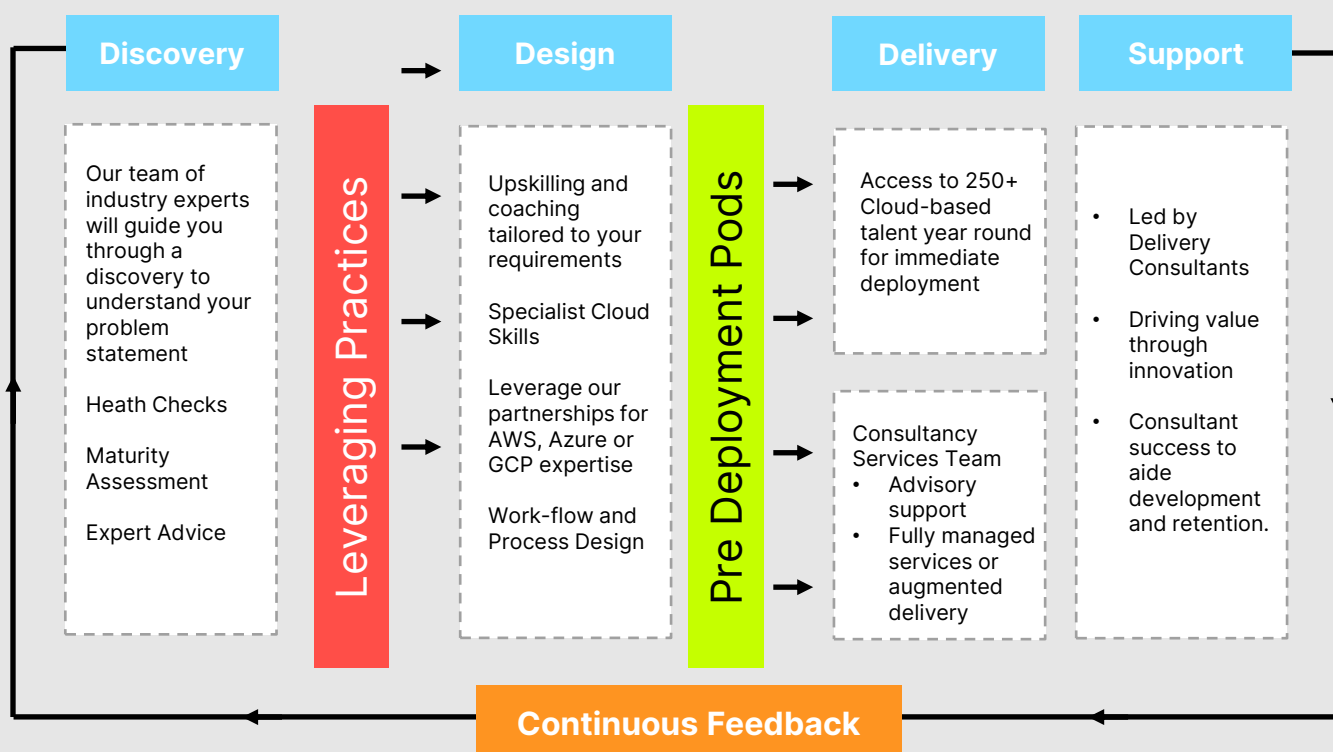
We help you bridge your digital skills gap and build long-term internal skills capabilities by attracting, identifying and developing the high-performing next generation of talent through our career programmes.

- Build teams with your future in mind
- Replace skilled professionals as they leave the company
- Build teams that represent society and your customers

2 Power Project Deliveries

Whether your requirements are short or long term, our five Practices provide expert consultative services through discovery and design to delivery. Power your projects with FDM Consultants and over 30 years of experience in technology.

- Global expertise with local delivery teams
- Scalable teams that deliver outcomes
- Solutions aligned to your tech stack



How we work with you

With over 30 years experience partnering with clients world wide, we have a tried and tested approach to maximising outputs and driving value. We start by getting to the heart of your problems before designing a truly bespoke service, tailored for you.



Discover

We begin by discussing your overarching vision and strategic objectives. This includes understanding your long-term goals, mission and the key outcomes you aim to achieve.

- Problem identification
- Workshops
- Interviews



Design

We'll then collaborate with you to co-design our approach including defining required skillsets, designing learning programmes and selecting consultants based on your timelines.

- Tech stack alignment
- Iterative co-design
- Bespoke client programmes and sprints



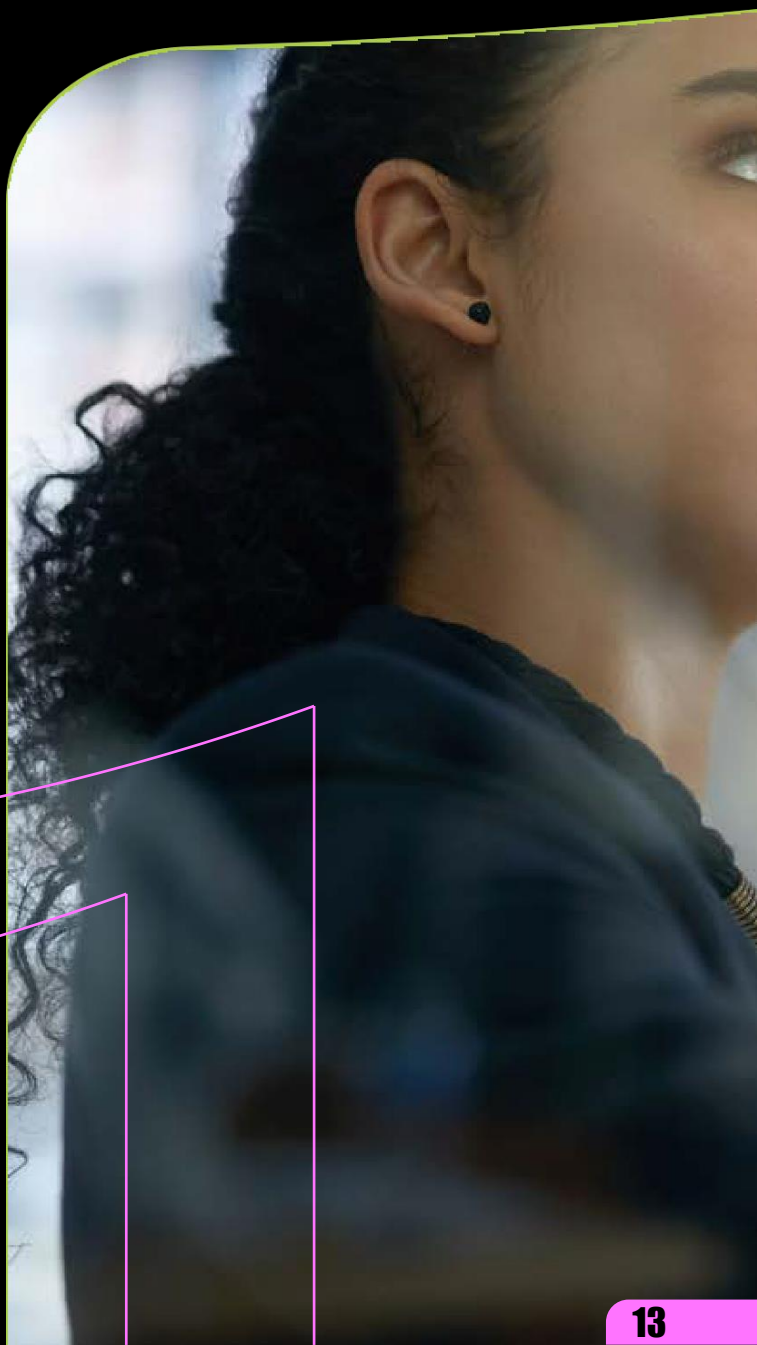
Deliver

Our delivery team will monitor progress, manage changes and address any issues promptly throughout the entire lifecycle.

- Agile ways of working
- Continuous client feedback loop
- Customer success management

Continuous client feedback

Why Choose FDM?



Finding the Best Talent for You

We believe that people passionate about tech deserve the chance to have rewarding careers within the IT industry, regardless of their background.

Our programmes of talent are as diverse as the people who join them and cater to those just starting out on their career journeys through to very experienced technologists getting back to work after a career break.

Associate Consultant

Apprentice

47% First in their family to obtain a degree

We provide paid employment, commercial experience and FDM funded degree qualifications to those who may not have attended university due to high tuition fees or their socio-economic background.



Consultant Graduate

90+ University partnerships

We help to bridge the skills gap between university and the workplace and have launched thousands of careers worldwide.



Senior Consultant

Ex-Forces

1000 Ex-Forces placements since 2014

We recognise the transferable skills of Ex-Forces personnel and help them to transition into civilian careers.



Senior Consultant

Returners to Work

70% Identify as Female

FDM support those who have between 10-15 years industry experience to return to work after a career break.



Principle Consultant

Experienced Bench

10+ Years of Experience

Extensive experience in delivering people, process, technology and change programmes and projects within complex environments.



Flexibility and Scalability

FDM's resource management is both flexible and scalable, tailored to the dynamic demands of cloud technology projects. We can swiftly onboard resources within 10 working days to address immediate project needs, ensuring continuity and minimal downtime. Our experts are adept in cloud technologies and seamlessly integrate with project teams.

We carefully monitor demand for resource across our client base. Therefore, the number of consultants we hire into our programmes is calculated on detailed analysis and forecasting of market trends to ensure we have a ready pipeline of available consultants to cover a diverse range of capabilities and skill-sets to satisfy our client's needs. The number of trained consultants ready for deployment on our UK 'bench' is 250+.

Ramping up, as needed

FDM's range of services supporting the delivery of cloud-based projects are strengthened by our talent attraction capabilities, ensuring clients have access to the correct skillsets within projects. We have dedicated recruitment teams located in Glasgow, Leeds, and London. These teams are adept at leveraging our extensive resources, which includes our large pool of UK applicants, with approximately 32,000 applications per year in addition to our expansive network of alumni and associates.

These resources enable us to attract talent with the specific skill sets and capabilities required for successful cloud-based project delivery at pace. Our teams can be swiftly redirected to focus on particular talent needs, ensuring that the right individuals are recruited to meet the demands of any cloud-based initiative. This agility in talent attraction is a critical component in the rapid and efficient deployment of cloud technologies and services.



Diversity, Equity and Inclusion

FDM Group is committed to cultivating diverse and inclusive work environments, fostering long-term careers for individuals from all walks of life.

Our inclusive programmes and recruitment processes are designed to recognise potential beyond traditional qualifications, welcoming non-STEM candidates to enrich our workforce.

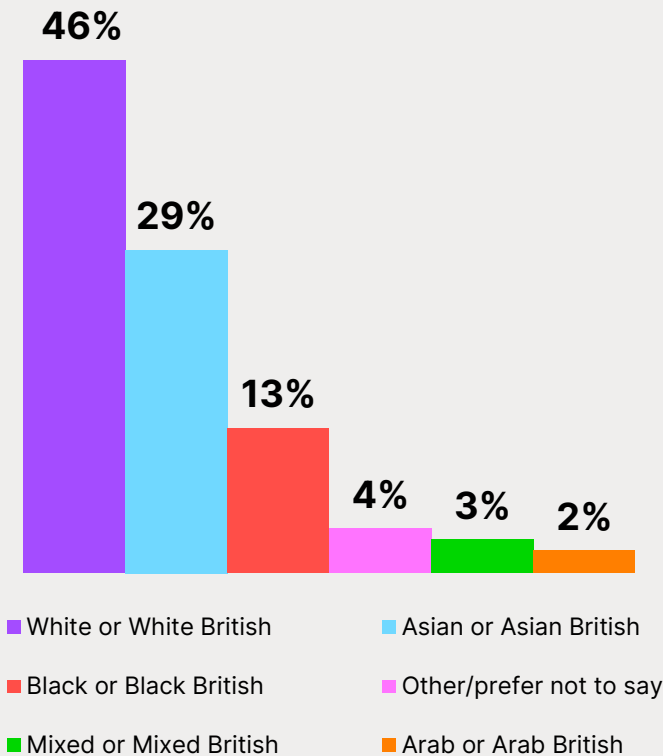
This approach not only drives social mobility but also fortifies our workforce with a spectrum of skills and perspectives, fuelling innovation and sustainable growth.

81% 38%

Attended a UK
state school

First in family to
attend university

Ethnicity



Gender identity

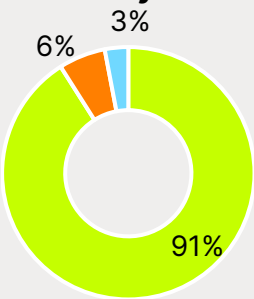
33%

Female

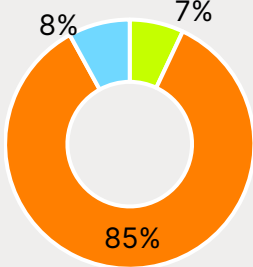
67%

Male

Disability



Identify as LGBTQIA+



No Yes Prefer not to say Yes No Prefer not to say

Delivery excellence

FDM invests in client partnerships, whether you are building talent for the future, or working with us to power your projects, we work to ensure clients receive industry-leading talent and service.

Central to FDM's service offering is its pedigree in cloud project delivery. FDM's expertise in cloud delivery is not just about technology; it's about understanding the unique needs of public sector clients, which include over 40 Public Sector entities and complex Central Government departments such as the DWP, HMRC, and The Home Office. This experience underscores FDM's capability to manage and deliver large-scale, intricate projects with precision and excellence.

At FDM, the Consultant Experience (CX) team exemplifies delivery excellence on client sites by providing comprehensive support to Consultants throughout their assignments, enabling the success of cloud projects. The team diligently tracks and reports issues ensuring continuous oversight until resolution. This may come in the form of supporting Consultant's wellbeing, providing additional coaching, and supporting career development. Stakeholders on the client site are kept informed of any developments that could potentially impact service delivery.



Day one readiness

Skills and capability that seamlessly integrate with your teams and projects.



Performance touchpoints

Delivery focus throughout our engagement with your leaders and teams.



Career development

Coaching, mentoring, and upskilling delivered by a dedicated CX team.



Knowledge transfer

Retain skills and embed processes and knowledge for the future.

Service Benefits

FDM Group's cloud-based services offer a comprehensive and flexible solution tailored to meet the unique needs of our clients.

With our robust and agile service model, FDM ensures that services are aligned with client deliverables, providing a low-risk solution with no minimum service commitment.

This approach not only lowers costs through service continuity but also supports clients with on-boarding, ongoing support, and safe migration and hosting in the cloud.

What's more, FDM's Consultants are our full-time employees and are therefore unaffected by IR35.

Talent that can hit the ground running

FDM offers custom training programmes for niche skills and technologies, honing consultants' capabilities in our Skills Lab to add immediate value to your team.



Cost Savings

FDM's management of vetting, payroll and benefits for our consultants, combined with our competitive rate card, can lead to substantial cost savings while alleviating administrative burden.



Flexible & Scalable

With flexible contract lengths and a 4-week notice period as a standard, FDM can easily match your changing demand at a pace that suits you



Talent where you need it, when you need it

With year-round hiring across the UK, we can maintain a healthy bench of c.250 consultants ready to deploy in your office locations



Balancing Permanent and Contingent Labour

Our consultants offer flexible talent solutions, available for rapid project delivery with the option to transition to permanent, preserving intellectual property and ensuring long-term ROI.



FDM Service Offerings



FDM Services

FDM offers several Cloud Support services, designed to help buyers build and maintain their cloud software and hosting capabilities. Our range of services offer support for all stages of Cloud service development, enabling clients to leverage the capabilities of the cloud effectively.

Cloud Application Development and Architecture Services

FDM provides Cloud Application Development services across all public cloud providers with an understanding of coding languages, microservices and DevOps technologies. FDM supports buyers' requirements and cloud objectives across all phases of project delivery (DBTR&M) and business change inclusive of skill sets such as Solutions Architecture and Automation Testing.

Testing Services

FDM provides Testing Services to identify and prevent defects throughout the Service Delivery Life Cycle of Digital Cloud Business Systems and Applications. We have experience with V-Model, Waterfall, Agile and Lean methodologies and the following, but not limited to JIRA, Quality Centre, Selenium and Cucumber.

RPA & BPM Services

FDM provides Robotic Process Automation and Business Process Management services, within Cloud environments. RPA products used to deliver services include Blue Prism, UiPath and other platforms. BPM services available using PEGA and APPIAN to support process improvement. Services will support buyers' cloud requirements across all phases of project delivery.

Cloud Engineering Services

Cloud Engineering Services for digital IT projects in cloud computing environments. FDM's cloud service will help understand and implement cloud fundamentals driving efficiency and innovation for our clients.

Cloud Information Security Services

Cloud Information Security Services for Digital IT projects and business change programmes in a cloud computing environment. FDM Services detect and apply preventative measures to threats, applying knowledge of disaster/threat recovery. Gained knowledge infiltrating insecure networks, enabling enhanced solutions to lower the risk of cloud security breaches.

FDM Services

Project Delivery Services

FDM Project Delivery Services hold accountability for delivering projects on schedule, to budget and to required quality levels. Services are delivered in line with the Government Project Delivery Profession Standards across their breakdown of leadership, project delivery specialisms and business / change analysis operating within Agile, waterfall and cloud-based environments.

Cloud Business Analysis Services

Cloud Business Analysis Services for digital IT projects and change programmes in cloud computing environments. FDM's cloud service will help understand the requirements of business processes and act as a conduit between business and IT stakeholders. Services are responsible for identifying, documenting and communicating business needs for cloud based solutions.

Cloud Project Support Office Services

FDM Cloud Project Support Office (PSO) services are cost effective solutions for the support and co-ordination of cloud-based projects and programmes. Operating within an Agile, cloud-based environment, FDM Cloud Project Support Office Services are able to act as a feeder cell into the Project Management Office.

Cloud Project/Programme Management Services

FDM Cloud Project/Programme Management Services hold accountability for the delivery of cloud-based projects on schedule, to budget and to the required quality level. Operating within Agile, cloud-based environments, Cloud Project/Programme Management services are cost effective solutions to ensure delivery of Projects and Programmes migrating to or operating within the cloud.

Integrated Service (IS) Delivery Partner

FDM's IS Delivery Partner Service provides advisory support and SME guidance to achieve strategic outcomes within cloud-based projects. The service includes free Discovery phase, identifying and understanding requirements before transitioning into delivery phases. Services are refined through agile methodologies championing communication, innovation, and efficiency, whilst adhering to GDS standards.

Cloud Managed Services

Cloud Managed Services blends capabilities including development, testing, infrastructure, operations and project management with academy trained resources providing a complete solution to cloud delivery. Teams receive training and deploy managed development, testing & user research/content design services to more complete services, e.g. service desk, project management and agile development teams.

FDM Services

Cloud Data Management Services

FDM's Cloud Data Management Service offers a full offering across organisations data requirements in a Cloud environment. This includes Data Science and Engineering to support 'Big Data sets' and Business Intelligence, Data Analytics and Performance Analysis to support smaller data sets. Data Protection and Governance can/will also be applied.

Cloud Business Intelligence Services

Cloud Business Intelligence Services for Digital IT projects and business change programmes in a cloud computing environment, to understand and act against business requirements. Operating within an Agile, cloud environment, Cloud Business Intelligence Services are responsible for identifying, documenting and communicating business needs into a Business Intelligence Graphical User Interface.

Cloud Data Services

FDM provides Cloud Data Science Services for Digital Business programmes supporting "big data" projects within a Cloud infrastructure. This Cloud Data Science Service enables organisations to run appropriate "big data" environments, gain insights from their data to enable informed decisions using R, Hadoop Framework, Java, UNIX and Web Application Development.

ERP & CRM Services

FDM provides ERP and CRM services focusing on SaaS, such as SAP, Microsoft and Salesforce's cloud technologies. FDM's ERP and CRM Services operate in an Agile environment, supporting buyers' requirements and cloud objectives. This service provides on-going support in configuration of digital in cloud development projects for business change.

IT Service Management Services

FDM provides IT Service Management built on a foundation of industry standard frameworks, enabling buyers to support complex projects and adopt cloud-based solutions in order to take control, automate processes, and align IT to business objectives. This service provides Service Transition, including Change Management Asset Management and Release and Deployment using Workload Automation and Automated Software Deployment.

Commercials



Pricing Overview

FDM cloud-based services are priced by a common set of rates tables, based on the 'Skills for the Information Age (SFIA)' Definitions and Rate Card, as shown below. This gives day rates for FDM consultants of different levels of experience within FDM's cloud service. Further details can be provided if required, but we would normally expect to agree what level is required for a given service, which will enable us to determine what rate(s) are appropriate.

G-Cloud Services	1. Follow	2. Assist	3. Apply	4. Enable	5. Ensure	6. Initiate	7. Inspire
Cloud Project Support Office	£290	£325	£360	£425	£475	£525	£600
Cloud Application Development and Architecture	£290	£325	£360	£425	£475	£525	£600
Cloud Engineering	£290	£325	£360	£425	£475	£525	£600
Cloud RPA and Business Process Management	£290	£325	£360	£425	£475	£525	£600
Cloud Data Management	£290	£325	£360	£425	£475	£525	£600
Cloud Information Security	£290	£325	£360	£425	£475	£525	£600
Cloud Data Sciences	£290	£325	£360	£425	£475	£525	£600
Testing	£290	£325	£360	£425	£475	£525	£600
Project Delivery	£290	£325	£360	£425	£475	£525	£600
IT Service Management	£290	£325	£360	£425	£475	£525	£600
ERP / CRM	£290	£325	£360	£425	£475	£525	£600
Cloud Business Analysis	£290	£325	£360	£425	£475	£525	£600
Cloud Project / Programme Management	£290	£325	£360	£425	£475	£525	£600
Managed Services	£290	£325	£360	£425	£475	£525	£600
Cloud Business Intelligence Service	£290	£325	£360	£425	£475	£525	£600
IS Delivery Partner*	£360	£425	£475	£525	£575	£625	£700

*In recognition of the enhanced level of involvement and expertise provided by our Consultancy Services team, our IS delivery partner rates reflect the additional support extended to our clients. Our streamlined management structure reduces unnecessary layers of administration, allowing for more efficient decision-making and resource allocation, thus achieving significant value for our clients through cost savings resulting from lower managerial overheads. This comprehensive approach not only ensures superior service quality but also encompasses the management and mitigation of risks on behalf of our clients. Our commitment to delivering exceptional outcomes justifies a premium investment in our services, which is indicative of the tangible benefits and strategic advantages our clients receive.

FDM Standards for Day Rate Cards

Consultant's Working Day	8 hours exclusive of travel and lunch
Working Week	Monday to Friday excluding national holidays
Office Hours	09:00 – 17:00 Monday to Friday
Travel and subsistence	Included in day rate to assigned office location. Payable at Department's standard T&S rates for all other locations
Mileage	As above
Professional Indemnity Insurance	Included in day rate

Using The Service

1 Service Levels

With each buyer, FDM will analyse the support required and in turn pre-agree Service Level Agreements. In addition, there will be regular service reviews and continual support to ensure FDM is carrying out the service level agreed with the buyer.

To protect our buyers from the underlying complexities of delivering a service and to ensure all service levels are adhered too, FDM provides a management structure around our service delivery, which includes Technical Account Managers and Service Delivery Managers:

Technical Account Managers

Assigned to the buyer for the duration of the engagement, the Technical Account Manager will be the primary point of contact for all requirements, queries, issue escalation and liaison between buyer and supplier. The Account Manager will also review the engagement on a regular basis with the buyer and provide any reporting as agreed with the buyer. The Technical Account Manager will be responsible for ensuring a full understanding of requirements are obtained. The Technical Account Manager will usually be the first point of contact for the buyer and whose role will be specifically to support FDM's cloud-based services for the public sector.

Service Delivery Managers

Supporting the strategic goals of the business, FDM's Service Delivery Managers work across all cloud engagements to ensure that our services meet the growing needs of our clients. With commercial and technical expertise in each of the specific divisions of the business, they are able to offer relevant support, knowledge and experience across all industry sectors. Service Delivery Managers play a crucial role in ensuring that FDM services are the value-add proposition required by clients and to work with clients on future cloud developments. In particular, FDM's Service Delivery Manager will work throughout the end to end delivery of the cloud service to ensure FDM is meeting specified milestones, requirements and deliverables set out in the planning phase. FDM Service Delivery Managers will ensure continuity of service, test quality of service throughout and be available at the end of the engagement to support with any additional needs which arise. This may include providing guidance on options for future developments of the buyer's cloud-based technology or as new cloud technologies or services become available.

Project Managers (PM)

FDM Project Managers are key to ensuring the correct processes are in place to ensure a smooth service runs throughout the engagement. Project Managers are available to support the buyer in managing call off contracts, setting up the invoicing process and providing CCS MI Data.

Using The Service

2 On and Off-boarding

On-boarding Process

During initial engagement with FDM, the relevant FDM Technical Account Manager and Service Delivery Manager will meet with key stakeholders within the buyer's organisation to complete a cloud-based gap analysis in order to understand requirements and deliverables. FDM will then create a cloud strategy on which services will meet the deliverables of the buyer. FDM's Technical Support Team will be available at this point to ensure any additional screening checks required by the client are adhered to where possible, and the assigned Project Manager will work closely with the buyer to ensure all contracts are completed.

Off-boarding

Process On completion of service, FDM will work with the buyer to ensure knowledge transfer occurs and that any handover of service is carried out effectively. In addition, FDM will work with the buyer to highlight and support with any additional needs that may have arisen throughout the engagement. FDM Service Delivery Managers will also be available during the off-boarding process to provide guidance on options for future developments of the buyer's cloud-based technology or as new cloud technologies or services become available.

3 Outage and Maintenance Management

FDM will work with each customer to determine the response times required for the cloud-based services. During the planning phase of the service engagement FDM will ensure this is explored, understood and mapped out to ensure delivery of this. In addition, email and telephone support will be provided Monday- Friday, 9am-5.30pm. We will ensure customers have email addresses and contact numbers for the key points of contact involved in the delivery of the cloud-based solution. These individuals will be responsible for responding effectively to the buyer, in line with the response times pre-agreed at the beginning of the engagement.

FDM provides hourly snapshots to ensure data back-ups are as up to date as possible. We also have services to retrieve all backed up tapes every three months. These retrieved tapes are stored by this service provider and our tapes are replaced by new empty ones.

We have a disaster recovery procedure in place that references how to restore data to its most backed up state in the event of an incident. This is specific to all servers that we own. FDM are equipped to respond to Business continuity incidents. Contingency plans have been created for each core business asset. To facilitate this, an emergency team has been trained to be responsible for the communication needed to carry out necessary business continuity measures.

Using The Service

4 Financial Recompense Model for not Meeting Service Levels

Service levels will be identified and agreed with the buyer for each individual engagement. FDM will agree deliverables, resource and/or budget caps, timescales and reporting methods prior to commencement of the service and will monitor and review the agreed service levels on a continual basis throughout the term of the contract. FDM will discuss and agree any request and/or provision for financial recompense on non-delivery of agreed service with buyer at the inception of the engagement and will include any such contractual obligations as part of the signed service agreement.

5 Service Constraints

FDM perform staff screening checks which confirm to BPSS Standard. However, if required by the client, FDM will carry out staff screening checks conforming to alternative standards. FDM will work with each client individually to understand the staff screening required during the initial stage of the engagement to ensure the required staff security checks are carried out fully.

6 Ordering and Invoicing

Ordering Process

If you are interested in engaging with FDM, please contact us through the below details: Tel: +44 (0)7904 400489 Email: tenders@fdmgroup.com

We will firstly select a Technical Account Manager to meet with the buyer to understand the cloud requirements and objectives. FDM's Technical Account Manager and Service Delivery Manager will perform gap analysis to understand differences in the current technical environment and future cloud objectives. They will then gather and analyse the requirements, understand required deliverables and construct a plan around the implementation of FDM cloud-based services in order to achieve your cloud objectives effectively. Following this, FDM will then work with the buyer to confirm contracts and you will be provided with a breakdown of all key contacts throughout the engagement.

Invoicing Process

Whilst FDM delivers cloud services on-site with a client, it often becomes beneficial to have a point of contact within our Finance Team who can help project manage our service. This can range from helping to facilitate the contracts/statement of works and purchase order/invoicing processes where FDM may be working in complex cloud deployment teams, so that the services can be managed more effectively. FDM's Project Manager will discuss with you the invoicing process and ensure this aligns with your internal processes.

Using The Service

7 Contract Termination

By Buyer

Buyer termination terms will be identified and agreed for each individual service delivery. However, this will typically require a minimum of 20 working days' notice of termination with a full specification of any outstanding deliverables yet to be completed, with the buyer agreeing to pay for all remaining work undertaken to the end of the agreed termination term.

By Supplier

FDM may terminate the service with 20 working days' notice to the buyer. All incomplete deliverables will be honoured and completed subject to the terms of each engagement.

8 Technical Requirements

FDM can help support the technical infrastructure required to deliver services on a case by case basis. FDM can also deliver services within the buyer's technical infrastructure if required. FDM will work with the buyer during the planning phase to determine the technical requirements required for the completion of service.



Case Study

Cloud Application Development Services

Challenge:

A Government Department faced the significant challenge of modernising their IT infrastructure to support a variety of user needs and services efficiently. The primary focus was on enhancing cloud services capabilities to support the increasing demand for agile, scalable, and secure IT solutions. They needed to provide robust second line technical support, integrate Agile practices effectively, and manage a complex mix of new and legacy technologies.



The support the Department required included:

- Second line technical support
- Supporting upgrade and migration activities
- Utilisation of IaaS/PaaS providers such as Amazon Web Services, Microsoft Azure and Google Platform
- Supporting delivery using Java or Microsoft .NET ecosystems (as well as additional coding capability in C++, Python, PHP, Perl, Scala etc)
- Code building pipelines using specific solutions and/or DevOps technologies, including utilisation of Docker and Kubernetes
- Implementation of APIs for internal and external use

Solution:

The Department partnered with FDM Group to address these challenges by leveraging cloud-based IaaS/PaaS solutions such as Amazon Web Services, Microsoft Azure, and Google Platform. Specialist Cloud Application Development services were deployed through a team of 14 cloud specialists.



The team's efforts included the utilisation of cloud services for building code pipelines, implementing APIs, and supporting the delivery using a range of programming languages and DevOps technologies. They facilitated the migration of data management systems to an efficient and scalable MongoDB architecture and transitioned from IBM Mainframe Websphere to Red Hat JBoss EAP across data centres.

Outcome:

The focus on cloud services yielded several key outcomes for the Department. The adoption of CI/CD pipelines and automation of deployments led to increased production, time savings, cost reductions, fewer administrative errors, actionable data, and efficient task management.



The cloud-based approach supported the maintenance of legacy applications and the development of a new greenfield application, enhancing the service delivery and enabling effective communication between departmental systems and executive agency systems. FDM Group successfully propelled the Department into a new era of digital transformation, marked by improved workflows and a robust, cloud-oriented IT infrastructure.



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