



SMART SERVICES

Smarter Capability and Project Delivery

Service Definition Document



Secure



Manageable



Agile



Responsible



Technology

Service Overview

Supporting customers through every phase of their technology transformation, XMA's Digital, Data, and Technology (DDat) aligned, 'as a Service' Consulting and project teams, deliver project or outcome-driven solutions.

These are designed to streamline IT service transitions, maintenance, and support, utilising Agile, SCRUM, Waterfall, and ITIL frameworks.

Resource Types

Technology Infrastructure

- Network Engineer
- Systems Administrator
- EUC & Voice Analyst

IT Service Support Analyst Cloud Engineer

- Application Development
- Web Developer
- Front End Developer
- Full Stack Engineer
- Back End Developer

Data Engineering & Analytics

- Data Engineer
- Data Analyst
- Business Analyst

Information & Cyber Security

- Cyber Security Technician
- Information Security Technician
- SOC Analyst
- Audit Manager

Service Management

- Service Desk Analyst
- Problem Analyst/Manager
- Incident Analyst/Manager

Experience Design

- Service Designer
- UX Designer
- UX Analyst

Testing

- Tester
- Test Analyst
- Test Automation Analyst

Project Delivery

- Programme Manager
- Project Manager/Analyst

Workforce Management

- Resource Manager/Analyst
- IT Finance & Procurement
- Finance Manager/Analyst
- Procurement Manager
- Contract Manager

Sample Technologies

- | | | |
|--------------------|----------------|-----------------|
| • .Net | • Fujitsu | • PowerBI |
| • Active Directory | • GCP | • PowerShell/VB |
| • AdminStudio | • GO | • Python |
| • AIX | • Hadoop | • QAD |
| • Altiris | • HP | • React |
| • Android | • HTML | • Ruby |
| • AngularJS | • Intune | • Sage |
| • Apache | • iOS | • Salesforce |
| • AppDNA | • Java | • SAP |
| • Apple | • JavaScript | • SCCM |
| • AppV | • Jira | • ServiceDesk |
| • AWS | • Kubernetes | • ServiceNow |
| • Azure | • Lenovo | • SharePoint |
| • C/C++ | • Linux | • Solaris |
| • C# | • LogicMonitor | • SolarWinds |
| • Cisco | • Monday.com | • Spark |
| • Citrix | • MS Project | • SQL |
| • Confluence | • MSI | • Swift |
| • Crystal Reports | • MSIX | • Terraform |
| • CSS | • N-Able | • Ubuntu |
| • D365 | • Netbackup | • Unix |
| • Dell | • Objective-C | • VMware |
| • Docker | • Office 365 | • WebGL |
| • Dynamics | • Oracle | • Win Server |
| • Exchange | • Perl | |

Features

- Technical support: consultancy, design, integration, migration.
- DevOps: app development, operations, infrastructure.
- Data roles: scientists, architects, engineers, analysts, ML, BI.
- Web development: front-end, back-end, full stack.
- Experience design: service, UX designers, analysts.
- Testing: tester analysts, automation experts.
- Project delivery: managers, programme managers, analysts.
- Service management: service desk, problem, incident analysts and managers.
- Workforce management: resource managers, analysts.
- IT finance and procurement: finance, procurement managers, and analysts.

Benefits

- Advancing Smarter Working environments through Cloud Innovation, Security and Scalability.
- Experienced recourse to support all phases of any IT project.
- Experience in major IT migrations/transformations through market leading professionals.
- Best practice and quality standards applied at all times, fully accredited.
- Delivery focused teams with governmental department experience.
- Flexibility and scalability of resource at all stages of a customer's project.
- Administration and data processing to support and ensure timely project delivery.
- Delivering Social Value themes within PPN06/20 to customer specific outcomes.



Why XMA?



Homegrown

We are a private, family run UK-based business.



Award-winning

We are a national award-winning IT reseller.



Public sector approved

We support public sector organisations to achieve cost savings with choice and compliance.



Right-sized

We can provide and tailor service solutions for any size project, while maintaining a personal experience for every customer.



Established

We have served thousands of customers over 35+ years in business.



Partner accredited

We have an unrivalled partner accreditation portfolio that means customers have access to best-in-class solutions, always.

With XMA's outcomes-focused philosophy we can make sure that every solution you implement is in alignment with your organisation's goals, and that you have the support you need at every stage of the process.

Find your headspace with XMA Services. Let us take care of your day-to-day so you can focus on your future.

Get in touch to discuss your IT service needs.

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